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**BEFORE THE ARIZONA CORPORATION COMMISSION**

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Docketing Control

JIM IRVIN  
COMMISSIONER-CHAIRMAN  
RENZ D. JENNINGS  
COMMISSIONER  
CARL J. KUNASEK  
COMMISSIONER

IN THE MATTER OF THE APPLICATION OF  
CITIZENS UTILITIES COMPANY FOR A (1)  
APPROVAL OF THE AGREEMENT FOR THE  
VILLAGES AT DESERT HILLS WATER/  
WASTEWATER INFRASTRUCTURE,  
AND (2) APPROVAL OF FORMATION OF  
SUBSIDIARIES.

DOCKET NO. W-01032A-97-0599

IN THE MATTER OF THE APPLICATION OF  
CITIZENS WATER SERVICES COMPANY OF  
ARIZONA FOR (1) A CERTIFICATE OF  
CONVENIENCE AND NECESSITY TO  
PROVIDE POTABLE WATER AND WASTE-  
WATER SERVICES TO THE VILLAGES  
AT DESERT HILLS, (2) APPROVAL OF  
THE AGREEMENT FOR THE VILLAGES AT  
DESERT HILLS WATER/WASTEWATER  
INFRASTRUCTURE, AND (3) APPROVAL  
OF THE WATER/WASTEWATER PURCHASE  
AGREEMENT.

DOCKET NO. SW-03454A-97-0599

IN THE MATTER OF THE APPLICATION OF  
CITIZENS WATER RESOURCES COMPANY  
OF ARIZONA FOR (1) A CERTIFICATE OF  
CONVENIENCE AND NECESSITY TO  
PROVIDE POTABLE WATER AND WASTE-  
WATER SERVICES TO THE VILLAGES AT  
DESERT HILLS, (2) APPROVAL OF THE  
AGREEMENT FOR THE VILLAGES AT  
DESERT HILLS WATER/WASTEWATER  
INFRASTRUCTURE, AND (3) APPROVAL  
OF THE WATER/WASTEWATER  
PURCHASE AGREEMENT.

DOCKET NO. SW-03455A-97-0599

Arizona Corporation Commission

**DOCKETED**

MAY 21 1998

DOCKETED BY *fmh*

**NOTICE OF FILING**

1 Citizens Utilities Company hereby provides Notice of Filing Revised Tariffs  
2 in the above-referenced docket.

3 RESPECTFULLY SUBMITTED this 21<sup>st</sup> day of May, 1998.

4  
5  
6  
7 

8 Craig A. Marks  
9 Associate General Counsel  
10 Citizens Utilities Company  
11 2901 N. Central Avenue, Suite 1660  
12 Phoenix, Arizona 85012  
13  
14  
15

16 Original and ten copies filed  
17 this 21<sup>st</sup> day of May, 1998, with:

18  
19 Docket Control  
20 Arizona Corporation Commission  
21 1200 West Washington  
22 Phoenix, Arizona 85007  
23

24  
25 Copies of the foregoing delivered  
26 this 21<sup>st</sup> day of May, 1998, to:

27  
28 Lyn Farmer  
29 Hearing Division  
30 Arizona Corporation Commission  
31 1200 West Washington  
32 Phoenix, Arizona 85007  
33

34 Paul Bullis  
35 Chief Counsel, Legal Division  
36 Arizona Corporation Commission  
37 1200 West Washington  
38 Phoenix, Arizona 85007  
39

1 Ray Williamson  
2 Director, Utilities Division  
3 Arizona Corporation Commission  
4 1200 West Washington  
5 Phoenix, Arizona 85007  
6

7 Teena Ingram Wolfe, Staff Attorney  
8 Residential Utilities Consumer Office  
9 2828 N. Central Avenue, Suite 1200  
10 Phoenix, Arizona 85004  
11

12  
13  
14 By

*Joann Zychlewicz*  
15 Joann Zychlewicz  
16  
17  
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Citizens Water Resources Company of  
Arizona  
(NAME OF COMPANY)

CANCELING

ORIGINAL

SHEET NO  
SHEET NO

TOC

Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

## Water Service

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MONTH DAY YEAR

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MONTH DAY YEAR

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Fred L. Kriess, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



Decision No.



Citizens Water Resources Company of  
Arizona  
(NAME OF COMPANY)

CANCELING

ORIGINAL

SHEET NO  
SHEET NO

1

Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

## Water Service

### General Nonpotable Water Service G-1

#### Availability

Available to large turf and landscape irrigators for use on golf courses, lakes, school grounds, park lands, right of ways, and similar large open spaces

#### Rates

All Consumption

Per 1,000 gallons

Rate  
\$0.62

#### Special Conditions

The water provided under this tariff is raw untreated water or reclaimed sewage effluent and is not suitable for human consumption or bodily contact. Water provided under this tariff should be used only for irrigation. Deliveries are subject to interruption, curtailment, or scheduling as necessary to match demands with available supplies.

#### Terms & Conditions

Water service provided under this rate schedule is subject to the Company's Rules and Regulations applicable to Water Service and may be subject to the Company's miscellaneous service charges set forth in Rate Schedule MISC-1.

Water service under this Schedule is for the exclusive use of the Customer and water shall not be resold or provided to others.

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule, or on the basis of the service provided or the volume of water produced, purchased or sold.

A 1-1/2% late payment penalty will be applied to account balances not paid within 25 days after the postmark date of the bill in accordance with Rule 8 (H).

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NAME OF OFFICER

Vice President and General Manager  
TITLE

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## Water Service

### Construction Nonpotable Water Service CNP-1

#### Availability

Available to land developers and their contractors and sub-contractors for use on large construction projects which require significant amounts of dirt moving, grading, trenching or other water intensive construction activities.

#### Rates

All Consumption

Per 1,000 gallons

Rate

\$0.62

#### Special Conditions

The water provided under this tariff is raw untreated water or reclaimed sewage effluent and is not suitable for human consumption or bodily contact. Water provided under this tariff should only be used for construction purposes. Water will be made available only to the extent it is not needed to serve other classes of customers and is subject to interruption, curtailment, or scheduling as necessary to match demands with available supplies.

#### Terms and Conditions

Water service provided under this rate schedule is subject to the Company's Rules and Regulations applicable to Water Service and may be subject to the Company's miscellaneous service charges set forth in Rate Schedule MISC-1.

Water service under this Schedule is for the exclusive use of the Customer and water shall not be resold or provided to others.

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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

## Water Service

### Capacity Reservation Charges CRC-1

#### Availability

Applicable to persons or entities that construct residential homes, commercial properties, schools, parks, churches or other improvements that require water or wastewater service from Citizens Water Services Company of Arizona.

#### Rates

#### Fee per Equivalent Residential Unit

Period	Water	Wastewater
Through December 31, 2005	\$500.00	\$500.00
January 1, 2006 - December 31, 2008	\$1,150.00	\$1,150.00
January 1, 2009 and Thereafter	\$2,415.00	\$2,415.00

#### Special Conditions

1. Before applying for a building permit, each person or entity constructing improvements (Builder) will notify Citizens Water Resources of Arizona (CWR) of how many ERUs will be connected to Citizens Water Services Company of Arizona (CWS) (together with a schedule of connections), as a result of expected construction under the building permit applied for by the person or entity.
2. CWR will prepare a statement using the number of ERUs and estimated schedule of construction shown on the Builder's notice and will submit the statement to the Builder within 15 calendar days after receipt of the Builder's ERU notification. CWR may submit invoices to Builders from time to time with respect to any Capacity Reservation Charges that are payable and for which CWR has not received a notice.
3. Capacity Reservation Charges are due and payable to CWR in full within five Business Days after a building permit is issued for each ERU that will be connected to CWS. CWS will not be obligated to supply water to any customer that has not paid in full all Capacity Reservation Charges attributable to the customer's property. CWR will provide CWS with notice of such payment.

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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

## Water Service

### Capacity Reservation Charges CRC-1 (cont'd)

#### Special Conditions (cont'd)

- 4 Equivalent Residential Unit is that portion of a residential or commercial unit that uses an equivalent amount of water as a typical single-family home. Equivalent Residential Units for various facilities are determined under the following schedule:

<u>Type of Improvement</u>	<u>Associated ERU</u>
Single Family Homes	1 00
Apartment Units	75
Recreation Centers	32 00
Elementary Schools	35 00
Middle Schools	125 00
High School	125 00
Junior College	125 00
Club House	16 00
Neighborhood Park	5 00
Regional Park	10 00
Church	4 00
Other Commercial Units (per acre)	4 25
Landscape Services	0 00

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TITLE

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Decision No

Citizens Water Resources Company CANCELING ORIGINAL SHEET NO 4  
of Arizona SHEET NO  
(NAME OF COMPANY)

Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Water Service

#### Miscellaneous - MISC-1

The Company is authorized to charge the following miscellaneous service fees.

#### Service Establishment, Re-establishment and/or Reconnection Charge

As provided for in Rule No. 2 (D), the Company will charge the following rates for the establishment or re-establishment and/or reconnection of Water Utility service:

- |                                 |         |
|---------------------------------|---------|
| 1. During normal business hours | \$60 00 |
| 2. During non-business hours    | \$90 00 |

#### Insufficient Funds (NSF) Check Charge

As provided for in Rule No. 8 (F), the Company will charge the customer \$20 00 for each instance the customer tenders payment for service with insufficient funds check

#### Customer Requested Meter Reread Charge

As provided for in Rule No. 7(C), the Company will charge the customer \$10.00 for customer requested meter rereading, provided that the original reading was not in error.

#### Meter Test Charge

As provided for in Rule No. 7 (F), the Company will charge the customer \$30 00 for testing a meter upon the customer's request. However, if the meter is found to be over-registering by more than three percent (3%), no meter testing fee will be charged to the customer.

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NAME OF OFFICER TITLE  
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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

## Water Service

### Miscellaneous - MISC-1 (cont'd)

#### Service and Meter Installation Charges

As provided for in Rule No. 4 (B), the Company will charge the customer, as a refundable advance in aid of construction, an amount for each meter and service line as specified below, if such has not already been paid as part of a main extension agreement.

#### 1. Service Installations:

<u>Service Size</u>	<u>Rate</u>
1.5"	290.00
2"	310.00
Over 2" - charges are to be equal to actual total cost of installation.	

#### 2. Meter Installations:

<u>Meter Size</u>	<u>Rate</u>
1.5"	340.00
2"	775.00
Over 2" - charges are to be equal to actual total cost of installation.	

#### Special Conditions

The Company will not accept applications for meters smaller than 1 1/2"

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Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

Citizens Water Resources Company  
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(NAME OF COMPANY)

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A.C.C.

SHEET NO  
SHEET NO

1

Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Water Service

RULES AND REGULATIONS  
APPLICABLE TO  
WATER SERVICE  
of  
CITIZENS WATER RESOURCES COMPANY OF ARIZONA

Legally named and operating in:

VILLAGES AT DESERT HILLS, MARICOPA COUNTY, ARIZONA

These rules and regulations have been authorized by the Arizona Corporation Commission and are the effective rules and regulations of the aforementioned Company.

Services will be furnished in accordance with these rules and regulations and no officer, employee, or representative of this Company has any authority to write, alter, or amend these rules and regulations or any parts thereof in any respect.

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NAME OF OFFICER

Vice President and General Manager  
TITLE

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Vice President and General Manager

NAME OF OFFICER

TITLE

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Villages at Desert Hills, Maricopa County, Arizona  
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NAME OF OFFICER TITLE  
15262 North Del Webb Boulevard, Sun City, Arizona 85351  
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Citizens Water Resources Company of Arizona  
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### Water Service

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NAME OF OFFICER TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
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Decision No

Citizens Water Resources Company  
of Arizona

(NAME OF COMPANY)

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Villages at Desert Hills, Maricopa County, Arizona

(NAME OF CITY)

## Water Service

### PRELIMINARY STATEMENT

Citizens Water Resources Company of Arizona (hereinafter the "Company") is engaged in the business of supplying Nonpotable Water Service in the County or Counties previously mentioned.

These Rules and Regulations are designed to govern the supply of water in such manner as will secure to each customer the greatest practical latitude in the enjoyment of service, consistent with good service to himself and other customers, and with safety to the public and the Company's employees.

These Rules and Regulations are on file with the Arizona Corporation Commission of the State of Arizona and copies are available at all Company offices. They are a part of every contract for service and govern all classes of service, except where specific provisions in contracts or schedules modify same. All prior rules, customs or alleged understandings are hereby rescinded. These rules and regulations are available for review by any customers, at any office of the Company.

Rates for metered service and other services rendered are those on file with the Arizona Corporation Commission and are available at the offices of the Company providing water service.

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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Water Service

#### RULE NO. 1 DEFINITIONS

For the purpose of these rules and regulations, unless the context otherwise requires, the following definitions shall apply:

1. **Advance in aid of Construction:** Funds provided to the Company by an applicant under the terms of a main extension agreement or under its miscellaneous - MISC-1 tariff for service or meter installation, the amount of which may be refundable.
2. **Applicant:** A person requesting the Company to supply water service.
3. **Application:** A written request of the Company for water service, as distinguished from an inquiry as to the availability or charges for such service.
4. **Arizona Corporation Commission:** The regulatory authority of the State of Arizona having jurisdiction over the public service corporations operating in Arizona.
5. **Billing Month:** The period between any two regular readings or estimated readings of the Company's meters at approximately thirty (30) day intervals.
6. **Billing period:** The time interval between two consecutive meter readings or estimates that are taken for billing purposes.
7. **Commission:** The Arizona Corporation Commission.
8. **Commodity Charge:** The unit of cost per billed usage, as set forth in the Company's tariffs.
9. **Company:** Citizens Water Resources Company of Arizona.
10. **Contributions in Aid of Construction:** Funds provided to the Company by an applicant under the terms of a main extension agreement and/or service connection tariff, the amount of which is not refundable.

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Villages at Desert Hills, Maricopa County, Arizona  
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### Water Service

11. **Customer:** The person or entity in whose name service is rendered, as evidenced by the signature on the application or contract for that service, or by the receipt and/or payment of bills regularly issued, regardless of the identity of the actual user of the service.
12. **Customer Charge:** The amount the customer must pay the Company for the availability of water service, excluding any water used, as specified in the Company's tariffs.
13. **Customer Piping:** The pipe that transports water to the customer from the point of delivery to the point of usage by the customer.
14. **Day:** Calendar day.
15. **Distribution Main:** A water main of the Company from which service connections may be extended to customers.
16. **Interruptible Water Service:** Water service that is subject to interruption or curtailment.
17. **Main Extension:** The mains and ancillary facilities relevant to providing service to additional customers via the extension of the distribution system.
18. **Master Meter:** A meter for measuring or recording the volume or flow of water at a single location where said water is transported through a piping system to several tenants or occupants for their individual consumption.
19. **Meter:** The instrument for measuring and indicating or recording the volume of water that has passed through it.
20. **Meter Tampering:** A situation where a meter has been illegally altered. Common examples are meter bypassing, use of devices to slow the meter recorder, and broken meter seals.

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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Water Service

21. **Minimum Charge:** The amount the customer must pay for the availability of water service, including an amount of usage, as specified in the Company's tariffs.
22. **Minimum Delivery Pressure:** 20 pounds per square inch gauge at the meter or point of delivery.
23. **Permanent Customer:** A customer who is a tenant or owner of a service location who applies for and receives permanent water service.
24. **Permanent Service:** Service which, in the opinion of the Company, is of a permanent and established character. The use of water may be continuous, intermittent, or seasonal in nature.
25. **Person:** Any individual, partnership, corporation, governmental agency, or other organization operating as a single entity.
26. **Point of Delivery:** The point where facilities owned, leased, or under license by a customer connect to the Company's pipes or at the outlet side of the meter.
27. **Premises:** All of the real property and apparatus employed in a single enterprise or living unit on an integral parcel or land undivided by public streets, alleys or railways.
28. **Residential Subdivision Development:** Any tract of land which has been divided into four or more contiguous lots for use for the construction of residential buildings or permanent mobile homes for either single or multiple occupancy.

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### Water Service

30. **Rules.** The regulations set forth in the tariffs which apply to the provision of water service.
31. **Service Area.** The territory in which the Company has been granted a certificate of convenience and necessity and is authorized by the Commission to provide water service
32. **Service Establishment Charge.** The charges specified in the Company's tariffs which cover the cost of establishing a new account
33. **Service Line.** A water line that transports water from a common source (normally a distribution main) of supply to the customer's point of delivery
34. **Service Reconnect Charge.** The charge as specified in the Company's tariffs which must be paid by the customer prior to reestablishment of water service each time the water is disconnected for nonpayment or whenever service is discontinued for failure otherwise to comply with the company's filed rules.
35. **Service Reestablishment Charge.** A charge as specified in the Company's tariffs, for service at the same location where the customer or a member of the customer's immediate family, had ordered a service disconnection within the preceding twelve month period.
36. **Tariffs.** The documents filed with the Commission which list the services and products offered by the Company and which set forth the terms, conditions, and a schedule of the rates and charges for those services and products
37. **Temporary Service.** Service to premises or enterprises which is temporary in character, or where it is known in advance that the service will be of limited duration. Service which, in the opinion of the Company, is for operations of a speculative character is also considered temporary service
38. **Utility.** The public service corporation providing water service to the public in compliance with state law

ISSUED

MONTH DAY YEAR

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MONTH DAY YEAR

ISSUED BY

Fred L. Kriess, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

Citizens Water Resources Company  
of Arizona  
(NAME OF COMPANY)

CANCELING

A.C.C.

SHEET NO  
SHEET NO

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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Water Service

#### RULE NO. 2 ESTABLISHMENT OF SERVICE

##### A. INFORMATION FROM NEW APPLICANTS

1. The Company may obtain the following minimum information prior to acceptance of an applicant as a customer:
  - a. Name or names of applicant(s).
  - b. Service address or location and telephone number.
  - c. Billing address or location and telephone number, if different than service address.
  - d. Address where service was provided previously.
  - e. Date applicant will be ready for service.
  - f. Indication of whether premises have been supplied with Company service previously.
  - g. Purpose for which service is to be used.
  - h. Indication of whether applicant is owner or tenant of or agent for the premises, and written proof of agency.
2. The Company may require a new applicant for service to appear at the Company's designated place of business to produce proof of identity and sign the Company's application form.
3. Where service is requested by two or more individuals the Company shall have the right to collect the full amount owed to the Company from any one of the applicants.

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NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Water Service

#### B. DEPOSITS

1. The Company may require a deposit from any new applicant for service.
2. The Company shall issue a nonnegotiable receipt to the applicant for the deposit. The inability of the customer to produce such a receipt shall in no way impair his right to receive a refund of the deposit which is reflected on the Company's records.
3. Interest on deposits shall be calculated annually at an interest rate filed by the Company and approved by the Commission in a tariff proceeding. In the absence of such, the interest rate shall be 6%.
4. Interest shall be computed and accrued to the customer's account on an annual basis.
5. Deposits plus accrued interest shall be refunded within thirty (30) days after discontinuance of service when the customer has paid all outstanding amounts due the Company.
6. A separate deposit may be required for each service installed.
7. The amount of a deposit required by the Company shall be determined according to the following terms:
  - a. Customer deposits shall not exceed two and one-half times that customer's estimated maximum monthly bill.
  - b. The Company may review the customer's usage after service has been connected and adjust the deposit amount on the basis of the customer's actual usage.

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Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

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- 8 Deposits will automatically be refunded by the Company after twelve (12) consecutive months during which time the customer has not been delinquent more than three (3) times in a twelve (12) month period, or at the discretion of the Company at any time before service is discontinued. Upon final discontinuance of the use of the service and full settlement of all bills by the customer, any deposit, not previously refunded, with accrued interest, if any, in accordance with the provisions of this policy will be returned to the customer or at the Company's election, it may be applied to the payment of any unpaid accounts of the customer and the balance, if any, returned to the customer.
- 9 The Company may require a customer to establish or reestablish a deposit if the customer becomes delinquent in the payment of two (2) or more bills within a twelve (12) consecutive month period or has been disconnected for nonpayment during the last twelve (12) months.
- 10 Deposits shall not prevent the Company from terminating the agreement for service with a customer or suspending service for any failure in the performance of customer obligations under the agreement for service or any violation of the Company's Rules and Regulations.
- 11 Upon discontinuance of service, the deposit may be applied by the Company toward settlement of the customer's bill.

#### C. GROUNDS FOR REFUSAL OF SERVICE.

- 1 The Company may refuse to establish service if any of the following conditions exist:
  - a The applicant has an outstanding amount due for the same class of utility service with the Company, and the applicant is unwilling to make arrangements with the Company for payment.
  - b A condition exists, or could occur, which in the Company's judgment is unsafe or hazardous to the applicant, the general population, or the Company's personnel or facilities.

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Fred L. Kiess, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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### Water Service

- c Refusal by the applicant to provide the Company with a deposit.
- d Customer is known to be in violation of the Company's tariffs filed with the Commission or of the Commissions Rules and Regulations
- e Failure of the customer to furnish such funds, service, equipment, and/or rights-of-way necessary to serve the customer and which have been specified by the Company as a condition for providing service.
- f Applicant falsifies his or her identity for the purpose of obtaining service

#### D. SERVICE ESTABLISHMENTS, REESTABLISHMENTS, OR RECONNECTION CHARGE

- 1 The Company may make a charge as periodically approved by the Commission for establishment, reestablishment, reconnection or disconnection of utility services
- 2 Should service be established or disconnected during a period other than regular working hours at the customer's request or cause, the customer may be required to pay an after hours charge. Where the Company's scheduling will not permit the requested service on the same day requested, the customer can elect to pay the after hours charge for the service that day
- 3 For the purpose of this tariff, service establishments are where the customer's facilities are ready and acceptable to the Company and the Company needs only to install a meter, read a meter, or turn the service on.

#### E. TEMPORARY SERVICE

- 1 Applicants for temporary service may be required to pay the Company, in advance of service establishment, the estimated cost of installing and removing the facilities necessary for furnishing the desired service
- 2 Where the duration of service is to be less than one month, the applicant may also be required to advance a sum of money equal to the estimated bill for service

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TITLE

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### Water Service

3. Where the duration of service is to exceed one month, the applicant may also be required to meet the deposit requirements of the Company
4. If at any time during the term of the agreement for service the character of a temporary customer's operations changes so that in the opinion of the Company the customer is classified as permanent, the terms of the Company's main extension rules shall apply

#### F. DOUBTFUL PERMANENCY

When in the Company's opinion, the permanent nature of the customer's requirement for water service is doubtful, the customer shall be required to enter into an agreement with the Company and shall advance the entire cost of construction, including the mains and associated equipment. The agreement shall include provisions for refund upon proof of permanency to the satisfaction of the Company.

#### G. SERVICE LOCATION, INFORMATION

1. The Company reserves the right to determine the conditions under which extension will be made. Conditions for service and extending service to the customer will be based upon the following:
  - a. All such installations shall be in accordance with the Company's specifications and located at an outdoor location accessible to the Company.
  - b. Individual customers may be required to have their property corner pins and/or markers installed.
  - c. Where the installation requires more than one meter for service to the premises, each meter pit or box shall be permanently marked (not painted) by the contractor or customer to properly identify the portion of the premises being served.

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15262 North Del Webb Boulevard, Sun City, Arizona 85351  
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Decision No

Citizens Water Resources Company  
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(NAME OF COMPANY)

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Villages at Desert Hills, Maricopa County, Arizona  
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### Water Service

The identification shall be the same as the apartment, office, etc., served by that meter. The identifying marking placed on each meter shall be impressed into or raised from a tag of aluminum, brass or other approved non-ferrous metal with minimum 1/4-inch-high letters. This tag must be attached to the meter pit or box. The impression must be deep enough to prevent the identification(s) from being obscured.

#### H. IDENTIFICATION OF PREMISES

The premises to be served by the Company shall be clearly identified by the customer at the time of application. If the service address is not recognized in terms of a commonly used identification system, the customer may be required to provide specific written directions and/or legal descriptions before the Company shall be required to act upon a request for water service.

#### I. SERVICE CALLS OR ESTABLISHMENTS DURING REGULAR HOURS

A service charge shall be made to the customer based upon the time, materials and equipment used by the Company for the following:

1. Interruption caused by the customer's willful act or omission, negligence or failure of customer owned equipment, even though the Company is unable to perform any work beyond the point of delivery.
2. Reconnection of water service to any customer previously disconnected for nonpayment, unlawful use of service, misrepresentation to the Company, unsafe conditions, threats to Company personnel or property, failure to permit safe access, detrimental effects of customer demands on the Company system, failure to establish credit and/or sign an agreement for service, or any other reason authorizing the Company to make such disconnection.

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Fred L. Kniss, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

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Fred L. Knies, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No

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of Arizona  
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### Water Service

#### J. SERVICE CALLS OR ESTABLISHMENTS AFTER REGULAR HOURS

A service charge, not to exceed the actual cost of the employee's time and the materials and equipment used by the Company, will be imposed for a service call after regular hours for the following.

1. Interruptions caused by the customer's willful act or omission, negligence or failure of customer owned equipment, even though the Company is unable to perform any work beyond the point of delivery. The Company shall make reasonable effort to advise the customer about the possibility of such charges before the service call starts.
2. Reconnection of water service to any customer previously disconnected for nonpayment, unlawful use of service, misrepresentation to the Company, unsafe conditions, threats to Company personnel or property, failure to permit safe access, detrimental effects of customer demands on the Company system, failure to establish credit and/or sign an agreement for service or any other reason authorizing the Company to make such disconnection. Such work will be performed only when requested and agreed to by the customer.

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ISSUED BY Fred L. Kniess, Jr. Vice President and General Manager  
NAME OF OFFICER TITLE  
15262 North Del Webb Boulevard, Sun City, Arizona 85351  
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Decision No

Villages at Desert Hills, Maricopa County, Arizona  
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### Water Service

#### RULE NO. 3 MINIMUM CUSTOMER INFORMATION REQUIREMENTS

##### A. INFORMATION FOR CUSTOMERS

1. The Company shall make available upon customer request not later than sixty (60) days from the date of request a concise summary of the rate schedule applied for by such customer. The summary shall include the following:
  - a. Monthly minimum or customer charge, identifying the amount of the charge and the specific amount of minimum discharge included in the minimum charge, where applicable.
  - b. Rate blocks, where applicable.
  - c. Any adjustment factor(s) or tax impositions, and methods of calculation.
2. The Company shall, to the extent practical, identify the tariff most advantageous to the customer and notify the customer of such prior to service commencement.
3. In addition, the Company shall make available upon customer request not later than sixty (60) days from the date of request a copy of the Company's Rules and Regulations governing:
  - a. Deposits
  - b. Termination of service
  - c. Billing and Collection
  - d. Complaint handling

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NAME OF OFFICER TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



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Citizens Water Resources Company of Arizona  
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### Water Service

- 4 The Company upon written request of a customer shall not more than once each calendar year transmit a concise statement of actual consumption by such customer for each billing period during the prior twelve (12) months, unless such data is not reasonably ascertainable
- 5 The Company shall inform all new customers of their right to obtain the information specified above

#### B. INFORMATION REQUIRED DUE TO CHANGES IN TARIFFS

1. The Company shall transmit to affected customers by the most economic means available a concise summary of any change in the Company's tariffs affecting those customers
2. This information shall be transmitted to the affected customer within sixty (60) days of the effective date of the change.

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MONTH DAY YEAR MONTH DAY YEAR

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NAME OF OFFICER TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
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## Water Service

### RULE NO. 4 SERVICE CONNECTIONS AND REESTABLISHMENTS

#### A. PRIORITY AND TIMING OF SERVICE ESTABLISHMENTS

- 1 After an applicant has complied with the Company's application and deposit requirements and has been accepted for service by the Company, the Company shall schedule that customer for service connection and/or establishment.
- 2 Service establishments shall be scheduled for completion within five (5) working days of the date the customer has been accepted for service, except in those instances when the customer requests service establishments beyond the five (5) working day limitation.
- 3 When the Company has made such arrangements to meet with a customer for service establishment purposes and the Company or the customer cannot make the appointment during the prearranged time, the Company shall reschedule the service establishment to the satisfaction of both parties.
- 4 The Company shall schedule service establishment appointments within a maximum range of four (4) hours during normal working hours, unless another time frame is mutually acceptable to the Company and its customer.
- 5 Service establishments shall be made only by qualified Company service personnel or persons authorized by the Company.
- 6 For the purposes of this tariff, establishments are where the customer's facilities are ready and acceptable to the Company and the Company needs only to install or read a meter or turn the service on.

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ISSUED BY

Fred L. Kriess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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### Water Service

#### B. SERVICE LINES

1. An applicant for service shall be responsible for the cost of installing all piping up to the meter
2. An applicant for service shall pay to the Company as a refundable advance in aid of construction a sum for each meter and service line unless the sum has already been advanced as part of a main extension agreement.
3. Except where the refundable advances in aid of construction for meters and service lines have been included in refundable advances in aid of construction for main extensions and thus are refundable pursuant to main extensions contracts approved by the Commission, each advance in aid of construction for a service line or meter shall be repaid by the Company by an annual credit of one-tenth of the amount received, said credit to be applied upon the water bill rendered in November of each year until fully paid, for each service line and meter for which the advance was made, and said credit to commence in the month of November for all such advances received during the preceding calendar year
4. Where the service is being provided for the first time, the customer shall provide and maintain a private cutoff valve within 18 inches of the meter on the customer's side of the meter, and the Company shall provide a like valve on the Company's side of such meter.
5. The Company may install its meter at the property line or, at the Company's option, on the customer's property in a location mutually agreed upon.
6. Where the meter or service line location on a customer's premises is changed at the request of the customer or due to alterations on the customer's premises, the customer shall provide and have installed at his expense in accordance with Company specifications, all piping necessary for relocating the meter, and the Company may charge the actual cost of moving the meter or service line.
7. The customer's piping must be installed in such a manner as to prevent cross-connection or backflow.

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Fred L. Kress, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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### Water Service

- 8 The Company shall retain the right to specify the location and size of any meter setting or service connection

#### C. CUSTOMER PROVIDED EQUIPMENT, SAFETY AND OPERATION

- 1 Each customer shall be responsible for maintaining all equipment and facilities used for Company services located on his side of the meter in safe operating condition

#### D. EASEMENTS AND RIGHTS-OF-WAY

- 1 Each customer shall grant adequate easements and rights-of-way satisfactory to the Company to ensure that customer's proper service connection. Failure on the part of the customer to grant adequate easements and rights-of-way shall be grounds for the Company to refuse service
- 2 When the Company discovers that a customer or his agent is performing work or has constructed facilities adjacent to or within an easement or right-of-way and such work, construction or facility poses a hazard or is in violation of federal, state or local laws, ordinances, statutes, rules or regulations, or significantly interferes with the Company's access to equipment, the Company shall notify the customer or his agent and shall take whatever actions are necessary to eliminate the hazard, obstruction or violation at the customer's expense
- 3 If it is necessary for the Company to excavate in an easement or right-of-way to extend or repair water facilities, the Company will not be responsible for the cost to replace or repair landscaping, fences, trees, shrubs, structures, etc. placed within the easement or right-of-way.
- 4 The Company shall at all times have the right of safe ingress and egress from the customer's premises at all reasonable hours for any purpose reasonably connected with the Company's property used in furnishing service.

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Fred L. Kniss, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

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Decision No

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### Water Service

#### RULE NO. 5 MAIN EXTENSION AGREEMENTS

##### A. EXTENSIONS OF MAINS AND SERVICES; ADVANCES IN AID OF CONSTRUCTION

1. The Company will supply services for temporary purposes, provided that the Company has water available in excess of the Company's regular needs, and provided the Company has available material and equipment necessary to supply said service. Each applicant for such service must pay in advance to the Company, the Company's estimate of the cost of labor and materials, less salvage value on removal, for installing and removing such service.
2. An applicant for the extension of mains shall be required to pay the Company, as a refundable advance in aid of construction, before construction is commenced, the estimated reasonable cost of all mains, distribution mains and service mains, including all valves, fittings, meters, other costs and reasonable overheads.
  - a. Upon request by a potential applicant for a main extension, the Company shall prepare, without charge, a preliminary sketch and rough estimates of the cost of installation to be paid by said applicant.
  - b. Any applicant for a main extension requesting the Company to prepare detailed plans, specifications, or cost estimates may be required to deposit with the Company an amount equal to the estimated cost of preparation. The Company shall, upon request, make available within forty-five (45) days after receipt of the deposit referred to above, such plans, specifications, or cost estimates of the proposed main extension. Where the applicant accepts the plans and the Company proceeds with construction of the extension, the deposit shall be credited to the cost of construction, otherwise the deposit shall be nonrefundable. If the extension is to include oversizing of facilities to be done at the Company's expense, appropriate details shall be set forth in the plans, specification and cost estimates.

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NAME OF OFFICER TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
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- c In the event that additional facilities are required to provide or sustain pressure storage or water supply for the new service or services requested, or for existing customers as a consequence of the extension of service, and the cost of the additional facilities is disproportionate to anticipated revenues to be derived from the future customers, the estimated reasonable cost of such additional facilities may be included in refundable advances in aid of construction to be paid to the Company.
- 3 Refunds of advances shall be made in accord with the following method: the Company shall each year pay to the party making an advance under a main extension agreement, or that party's assigns or other successors in interest where the Company has received notice and evidence of such assignment or succession, an amount equal to ten per centum (10%) of the total gross annual revenue, less any gross receipts or sales taxes and amounts payable to any municipalities or others for treatment and/or transmission of water from each bonafide customer whose service is connected directly to main or extension mains covered by the main extension agreement. Refunds shall not be made for any period after the expiration of ten (10) years from the date of the advance. Refunds shall be made by the Company on or before the 31<sup>st</sup> day of August of each year, covering any refunds owing from water revenues received during the preceding July 1<sup>st</sup> to June 30<sup>th</sup> period. A balance remaining at the end of the ten-year period shall become non-refundable, and the balance not refunded shall be entered as a contribution in aid of construction in the accounts of the Company.
- 4 The aggregate refunds shall in no event exceed the total of the refundable advances in aid of construction. No interest shall be paid by the Company on any amount advanced. The Company shall make no refunds from any revenues received from any mains or mains, other than customer service mains, leading up to or taking off from the particular main extension covered by the agreement.
- 5 The Company may, upon approval by the Commission, terminate its obligation to refund a percentage of gross revenues from a main extension by accord and satisfaction of its obligations under the main extension agreement.

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NAME OF OFFICER TITLE

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### Water Service

6. All agreements entered into shall be evidenced by a written agreement, and signed by the Company and all parties advancing the funds for advances in aid, or the duly authorized agents of each.
7. The size, type and quality of materials of the system, installed location in the ground, and the manner of installation, shall be specified by the Company, and shall accord with the requirements of the Commission or other public agencies having authority therein. The Company may install main extensions of any diameter meeting the requirements of the Commission or any other public agencies having authority over the construction and operation of the water system.
8. All mains, valves, fittings, wells, meters, tanks, and other facilities installed shall be the sole property of the Company, and parties making advances in aid of construction shall have no right, title or interest in any such facilities.
9. The Company, upon written request, shall furnish to any party seeking to enter into a main extension agreement a schedule of the proposed reasonable contract price for such extension of mains, or other facilities. Such schedule shall show a breakdown of the contract prices of materials and costs of installation. Different sizes and types of mains shall be separately stated. Valves, meters, and fittings shall be separately stated or listed as a percentage of total cost. All advances shall be made without provision for profit to the Company but shall include reasonable overheads.
10. The Company shall schedule within reason, new requests for main extension agreements, and for service under main extension agreements, promptly and in the order received.
11. If an applicant for service seeking to enter into a main extension agreement deems the contract price or the time of performance to be unreasonable, he may solicit bids from bonded contractors provided that all bids shall be submitted by the bid date stipulated by the Company. If a lower bid is obtained, or if a bid is obtained at an equal price and with a more appropriate time of performance, and if such bid contemplates total conformity with the Company's requirements and specifications, the Company shall be required to meet the terms and conditions of the bid proffered, or to enter into a construction contract with the contractor proffering such bid.

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NAME OF OFFICER

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### Water Service

- 12 In the case of disagreement or dispute regarding the application of this rule or any of its several provisions, or where the application of this rule works an injustice or undue hardship upon any party or anticipated party to any agreement hereunder, the party aggrieved may refer the matter to the Commission for hearing and decision in accord with the Rules and Practice and Procedure of the Commission
- 13 All agreements shall be filed with and approved by the Utilities Division of the Commission. Where agreements for extension of service are not filed and approved, all advances in aid of construction shall be immediately due and payable to any person making such an advance.
- 14 No extensions of facilities shall be made without first having received approval of plans and specifications of such extensions or installations from the Arizona Department of Environmental Quality or its designated agent. A copy of such written approval shall then be filed with the Utilities Division of the Arizona Corporation Commission.

#### B. WRITTEN AGREEMENT REQUIREMENTS

- 1 Each main extension agreement shall include the following information:
  - a. Name and address of applicant(s)
  - b. Proposed service address or location
  - c. Description of requested service.
  - d. Description and sketch of the requested line extension.
  - e. Itemized cost estimate to include materials, labor, and other costs as necessary.
  - f. Payment terms
  - g. A clear and concise explanation of any refunding provisions, if applicable
  - h. Company's estimated start date and completion date for construction of the main extension.

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MONTH DAY YEAR MONTH DAY YEAR

ISSUED BY Fred L. Kniss, Jr. Vice President and General Manager  
NAME OF OFFICER TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



Decision No.



Citizens Water Resources Company  
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2. Each applicant shall be provided with a copy of the written main extension agreement.

#### C. FINAL COST

1. In the event the actual cost is less than the estimated cost, the Company will refund the excess to the customer within 30 days after completion of the provision of the service or after the Company's receipt of invoices, timesheets or other related documents, whichever is later.
2. In the event the actual cost is more than the estimated cost, the Company will bill the customer for the amount due within 30 days after completion of the provision of the service or after the Company's receipt of invoices, timesheets or other related documents, whichever is later. However, if the actual cost is more than five percent (5%) greater than the total amount paid, the applicant will only be required to pay five percent (5%) more than the total amount paid, unless the Company can demonstrate that the increased costs were beyond its control and could not be foreseen at the time the estimate for the total amount paid was made. The amount so billed will be due and payable 30 days after the invoice date.

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NAME OF OFFICER

Vice President and General Manager  
TITLE

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#### RULE NO. 6 PROVISION OF SERVICE

##### A. COMPANY RESPONSIBILITY

- 1 The Company shall be responsible for providing nonpotable water to the customer's point of delivery
- 2 The Company may, at its option, refuse service until the customer has obtained all required permits and/or inspections indicating that the customer's facilities comply with local construction and safety standards.

##### B. CUSTOMER RESPONSIBILITY

- 1 Each customer shall be responsible for maintaining all facilities on the customer's side of the point of delivery in safe and efficient manner and in accordance with the rules of the Arizona Department of Environmental Quality, and the prescribed specifications of the Company
- 2 Each customer shall be responsible for safeguarding all Company property installed in or on the customer's premises for the purpose of supplying water to that customer
- 3 Each customer shall exercise all reasonable care to prevent loss or damage to Company property, excluding ordinary wear and tear. The customer shall be responsible for loss of or damage to Company property on the customer's premises arising from neglect, carelessness, or misuse and shall reimburse the Company for the cost of necessary repairs and replacements
- 4 Each customer shall be responsible for payment for any equipment damage resulting from unauthorized breaking of seals, interfering, tampering, or bypassing the Company meter
- 5 The customer shall be responsible for notifying the Company of any failure identified in the Company's equipment.

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Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

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- 6 Water furnished by the Company shall be used only on the customer's premises and shall not be resold or provided to any other person. During critical water conditions as determined by the Commission, the customer shall use water only for those purposes specified by the Commission. Disregard of this rule shall be sufficient cause for refusal or discontinuance of service.
- 7 The customer agrees, when accepting service, that no one except Company employees or persons authorized by the Company shall be allowed to operate, remove or replace any Company owned equipment installed on customer's property.
- 8 No person, except an employee or persons acting on behalf of the Company shall alter, remove or make any connection to the Company's meter or service equipment.
- 9 No meter seal may be broken or removed by anyone other than an employee acting on behalf of the Company. However, the Company may give its prior consent to break the seal by an approved plumber employed by a customer when deemed necessary by the Company.
- 10 The customer will be held responsible for any broken seals, tampering, or interfering with the Company's meter(s) or any other Company owned equipment installed on the customer's premises. In cases of tampering with meter installations, interfering with the proper working thereof, or any such tampering, interfering, theft, or service diversion, including the falsification of customer's meter readings, that customer shall be subject to immediate discontinuance of service. The Company shall be entitled to collect from the current customer under the appropriate rate, for all consumption not recorded on the meter as the result of such tampering, or other theft of service, and also any additional security deposits as well as all expenses incurred by the Company for property damages, investigation of the illegal act, and all legal expenses and court costs if necessary.
- 11 The customer will be held liable for any loss or damage occasioned or caused by the customer's negligence, want of proper care or wrongful act or omission on the part of any customer's agents, employees, licensees, or contractors.

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Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

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#### C. CONTINUITY OF SERVICE

1. The Company shall make reasonable efforts to supply a satisfactory and continuous level of service. However, the Company shall not be responsible for any damage or claim of damage attributable to any interruption or discontinuation of service resulting from
  - a. Any cause against which the Company could not have reasonably foreseen or made provision for, i.e., force majeure.
  - b. Intentional service interruptions to make repairs or perform routine maintenance.
  - c. Curtailment.

#### D. SERVICE INTERRUPTIONS

1. The Company shall make reasonable efforts to reestablish service within the shortest possible time when service interruptions occur.
2. The Company shall make reasonable provision to meet emergencies resulting from failure of service, and shall issue instructions to its employees covering procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of service.
3. In the event of a national emergency or local disaster resulting in disruption of normal service, the Company may, in the public interest, interrupt service to other customers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored.

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4. When the Company plans to interrupt service for more than four (4) hours to perform necessary repairs or maintenance the Company shall attempt to inform affected customers at least 24 hours in advance of the scheduled date and estimated duration of the service interruption. Such repairs shall be completed in the shortest possible time to minimize the inconvenience to the customers.
5. The Commission shall be notified of interruptions in service affecting the entire system or any major division thereof. The interruption of service and cause shall be reported within four (4) hours after the responsible representative of the Company becomes aware of said interruption, by telephone to the Commission, and followed by a written report to the Commission.

#### E. MINIMUM DELIVERY PRESSURE

1. The Company shall maintain a minimum standard delivery pressure of 20 pounds per square inch gauge (PSIG) at the customer's meter or point of delivery.

#### F. CONSTRUCTION STANDARDS

1. The Company shall construct or cause to be constructed all facilities in accordance with the guidelines established by the Arizona Department of Environmental Quality or its successors, any other governmental agency having jurisdiction thereof, and the Company. Phase construction is acceptable.

#### G. ELECTION OF RATE SCHEDULES

1. The Company shall use its best efforts to select the most favorable rate for which the customer is eligible based on available data at the time of application. The Company shall use its best efforts for notifying the customer of the most favorable rate schedule if the class has changed after initial application, and shall not be required to refund the difference in charge under different rate schedules. Upon written application of any material changes in the customer installation, the Company will assist in determining if a change in rate schedule is desirable.

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#### RULE NO. 7 METER READING

##### A. FREQUENCY

- 1 Each meter shall be read monthly or as close to the same day of each month as practicable unless otherwise approved by the commission.

##### B. MEASURE OF SERVICE

- 1 All water delivered by the Company shall be billed upon the basis of metered volume sales except that the Company may at its option, provide a fixed charge for the following:
  - a Temporary service where the water use can be readily estimated
  - b Public and private fire protection service.
  - c Water used for street sprinkling and sewer flushing, when provided for by contract between the Company and the municipality or other local governmental authority
  - d Other fixed charge schedules as shall be submitted to and approved by the Commission.
- 2 When there is more than one meter at a location, the metering equipment shall be so tagged or plainly marked as to indicate the facilities being metered.

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MONTH DAY YEAR MONTH DAY YEAR

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#### C. CUSTOMER REQUESTED REREADS

- 1 The Company shall at the request of the customer reread that customer's meter within ten (10) working days after such request by the customer
- 2 Any rereads shall be charged to the customer at the rate on file and approved by the Commission provided that the original reading was not in error. Adjustment for reasonable usage since the original reading was taken shall be considered when determining the original reading
- 3 When the original reading is found to be in error, the reread shall be at no charge to the customer, given adjustment for reasonable usage since the original reading was taken

#### D. ACCESS TO CUSTOMER PREMISES

- 1 The Company shall at all times have the right of safe ingress to and egress from the customer's premises at all reasonable hours for any purpose reasonably connected with the Company's property used in furnishing service and the exercise of any and all rights secured to it by law or these rules

#### E. METER TESTING AND MAINTENANCE PROGRAM

- 1 The Company shall establish a regular program of meter testing taking into account the following factors:
  - a Size of meter
  - b Age of Meter
  - c Consumption
  - d Characteristics of water

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NAME OF OFFICER

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TITLE

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#### F. CUSTOMER REQUESTED METER TESTS

1. The Company shall test a meter upon customer request, and shall be authorized to charge the customer for such meter test according to the tariff on file and approved by the Commission. However, if the meter is found to over-register by more than three percent (3%), no meter testing fee will be charged to the customer.

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#### RULE NO. 8 BILLING AND COLLECTION

##### A. FREQUENCY AND ESTIMATED BILLS

1. The Company shall bill monthly for services rendered. Meter readings shall be scheduled for periods of not less than 25 days or more than 35 days, unless otherwise approved by the Commission.
2. If the Company is unable to read the meter on a scheduled meter read date, it will estimate the consumption for the billing period giving consideration to the following factors when applicable:
  - a. The customer's usage during the same month of the previous year
  - b. The amount of usage during the preceding month.
3. After the second consecutive month of estimating the customer's bill for reasons other than severe weather or standard billings practice as approved by the Commission, the Company will attempt to secure an accurate reading of the meter.
4. Failure on the part of the customer to comply with a reasonable request by the Company for access to its meter may lead to the termination of service.
5. Estimated bills will be issued only under the following conditions:
  - a. Failure of a customer who reads his own meter to deliver his meter reading card to the Company in accordance with the requirements of the Company's billing cycle
  - b. Severe weather conditions which prevent the Company from reading the meter.
  - c. Circumstances that make it dangerous or impossible to read the meter, i.e., locked gates, blocked meters, vicious or dangerous animals, etc.

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Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

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- d Other billing cycles as approved by order of the Commission
- 6 Each bill based on estimated usage will indicate that it is an estimated bill

#### B. COMBINING METERS, MINIMUM BILL INFORMATION

- 1 Each meter at a customer's premises will be considered separately for billing purposes, and the readings of two or more meters will not be combined
- 2 Each bill for residential service will contain the following minimum information
  - a Date and meter reading at the end of the actual or estimated billing period.
  - b Previous month's actual or estimated meter reading and date
  - c Billing usage
  - d Company telephone number
  - e Customer's name.
  - f Service account number
  - g Amount due and terms of payment
  - h Past due amount where appropriate
  - i Adjustment factor, where applicable
  - j Privilege, sales or use tax, or any regulatory assessment applicable
  - k Other approved tariff charges

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Vice President and General Manager

NAME OF OFFICER

TITLE

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#### C. BILLING TERMS

1. All bills for services are due and payable when rendered. All bills not paid within fifteen (15) days shall be considered delinquent.
2. For purposes of this rule, the date a bill is rendered may be evidenced by
  - a. The postmark date
  - b. The mailing date
3. All delinquent bills shall be subject to the provisions of the Company's termination procedures.
4. All payments shall be made or mailed to the office of the Company.

#### D. APPLICABLE TARIFFS, PREPAYMENT, FAILURE TO RECEIVE, COMMENCEMENT DATE, TAXES

1. Each customer shall be billed under the applicable tariff indicated in the customer's application for service.
2. The Company shall make provisions for advance payment for services.
3. Failure to receive bills or notices which have been properly placed in the United States mail shall not prevent such bills from becoming delinquent nor relieve the customer of his obligations therein.

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- 4 Charges for service commence when the service is installed and connection made, whether used or not.
- 5 In addition to the collection of regular rates, the Company may collect from its customers a proportionate share of any privilege, sales or use tax, or other imposts based on the gross revenues received by the Company

#### E. METER ERROR CORRECTIONS

- 1 If any meter after testing is found to be more than three percent (3%) in error, either fast or slow, proper correction between three percent (3%) and the amount of the error shall be made of previous readings, and adjusted bills shall be rendered according to the following terms
  - a For the period of three (3) months immediately preceding the removal of such meter from service for test or from the time the meter was in service since last tested, but not exceeding three (3) months since the meter shall have been shown to be in error by such test, or
  - b From the date the error occurred, if the date of the cause can be definitely fixed.
- 2 No adjustment shall be made by the Company except to the customer last served by the meter tested

#### F. INSUFFICIENT FUNDS (NSF) CHECKS

- 1 The Company shall be allowed to recover a fee, as approved by the Commission, for each instance where the customer tenders payment for service with an insufficient funds check, and require a security deposit equal to that prescribed in Section B, provision 7 of Rule No. 2
- 2 When the Company is notified by the customer's bank that there are insufficient funds to cover the check tendered for service, the Company may require the customer to make payment in cash, money order, certified check, or other means which guarantee the customer's payment to the Company.

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NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

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- 3 A customer who tenders an insufficient funds check shall in no way be relieved of the obligation to render payment to the Company under the original terms of the bill nor defer the Company's provision for termination of service for nonpayment of bills.
- 4 No personal checks will be accepted if two (2) NSF checks have been received by the Company within a twelve-month period in payment of any billing.

#### G. DEFERRED PAYMENT PLAN

- 1 The Company may, prior to termination, offer to qualifying residential customers a deferred payment plan for the customer to retire unpaid bills for service.
- 2 Each deferred payment agreement, entered into in writing by the customer and the customer and the Company, due to the customer's inability to pay an outstanding bill in full shall provide that service will not be discontinued if
  - a Customer agrees to pay a reasonable amount of the outstanding bill at the time the parties enter into the deferred payment plan.
  - b Customer agrees to pay all future bills for service in accordance with the billing and collection tariffs of the Company.
  - c Customer agrees to pay a reasonable portion of the remaining outstanding balance in installments over a period not to exceed six (6) months.
- 3 For the purpose of determining a reasonable installment payment schedule under these rules, the Company and the customer shall give consideration to the following conditions:
  - a Size of the delinquent account
  - b Customer's ability to pay
  - c Customer's payment history

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- d. Length of time that the debt has been outstanding
  - e. Circumstances which resulted in the debt being outstanding
  - f. Any other relevant factors related to the circumstances of the customer
4. Any customer who desires to enter into a deferred payment agreement shall establish such agreement prior to the Company's scheduled termination date for nonpayment of bills. Customers failure to execute a deferred payment agreement prior to the scheduled termination date shall not prevent the Company from terminating service for nonpayment.
5. Deferred payment agreements shall be in writing and signed by the customer and an authorized Company representative.
6. A deferred payment agreement may include a finance charge as approved by the Commission in a tariff proceeding.
7. If a customer has not fulfilled the terms of a deferred payment agreement, the Company shall have the right to disconnect service pursuant to the Company's termination of service rules and under such circumstances, it shall not be required to offer subsequent negotiation of a deferred payment agreement prior to termination.

### H. LATE PAYMENT PENALTY

- 1. The Company may include in its tariffs a late payment penalty which may be applied to delinquent bills.
- 2. The amount of the late payment penalty shall be indicated upon the customer's bill when rendered by the Company.
- 3. In the absence of an approved tariff, the amount of the late payment penalty shall not exceed 1 1/4% per month of the delinquent bill, applied on a monthly basis.

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Citizens Water Resources Company CANCELING \_\_\_\_\_ A.C.C. \_\_\_\_\_ SHEET NO 40  
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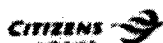
#### I. CHANGE OF OCCUPANCY

- 1 Not less than three (3) working days advance notice must be given in person, in writing, or by telephone at the Company office to discontinue service or to change occupancy
- 2 The outgoing party shall be responsible for all utility services provided and/or consumed up to and including the scheduled turn off date

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#### RULE NO. 9 TERMINATION OF SERVICE

##### A. NONPERMISSIBLE TERMINATION OF SERVICE

1. The Company may not disconnect service for any of the reasons stated below
  - a. Delinquency in payment for services rendered to a prior customer at the premises where service is being provided, except in the instance where the prior customer continues to reside on the premises
  - b. Failure of the customer to pay for services or equipment which are not regulated by the Commission.
  - c. Nonpayment of a bill related to another class of water service
  - d. Failure to pay for a bill to correct a previous underbilling due to a billing error, inaccurate meter reading or meter failure, if the customer and Company agree in writing to payment terms over a reasonable period of time
  - e. Disputed bills where the customer has complied with the Commission's rules and regulations

##### B. TERMINATION OF SERVICE WITHOUT NOTICE

1. Company service may be disconnected without advance written notice under the following conditions
  - a. The existence of an obvious hazard to the safety or health of the consumer, the general population, Company personnel or facilities
  - b. The Company has evidence of meter tampering or fraud.

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- c Unauthorized resale or use of utility services
- d Failure of a customer to comply with the curtailment procedures imposed by Company during supply shortages
- 2 The Company shall not be required to restore service until the conditions which resulted in the termination have been corrected to the satisfaction of the Company
- 3 The Company shall maintain a record of all terminations of service without notice. This record shall be maintained for a minimum of one (1) year and shall be available for inspection by the Commission

#### C. TERMINATION OF SERVICE WITH NOTICE

- 1 The Company may disconnect service to any customer for any reason stated below, provided the Company has met the notice requirements established by the Commission
  - a Customer violation of any of the Company's tariffs filed with the Commission and/or violation of the Commission's rules and regulations.
  - b Failure of the customer to pay a delinquent bill for water service.
  - c Failure to meet or maintain the Company's credit and deposit requirements.
  - d Failure of the customer to provide the Company reasonable access to its equipment and property.
  - e Customer breach of a written contract for service between the Company and customer
  - f When necessary for the Company to comply with an order of any governmental agency having such jurisdiction.

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- 2 The Company shall maintain a record of all terminations of service with notice. This record shall be maintained for one (1) year and be available for Commission inspection.

#### D. TERMINATION NOTICE REQUIREMENTS

- 1 The Company shall not terminate service to any of its customers without providing advance written notice to the customer of the Company's intent to disconnect service, except under those conditions specified where advance written notice is not required.
- 2 Such advance written notice shall contain, at a minimum, the following information:
- a The name of the person whose service is to be terminated and the address where service is being rendered.
  - b The Commission rule or regulation that was violated and explanation thereof or the amount of the bill which the customer has failed to pay in accordance with the payment policy of the Company, if applicable.
  - c The date on or after which service may be terminated.
  - d A statement advising the customer to contact the Company at a specific address or phone number for information regarding any deferred payment or other procedures which the Company may offer or to work out some other mutually agreeable solution to avoid termination of the customer's service.
  - e A statement advising the customer that the Company's stated reason for the termination of service may be disputed by contacting the Company at a specified address and phone number, advising the Company of the dispute and making arrangements to discuss the cause for termination with a responsible employee of the Company in advance of the scheduled date of termination. The responsible employee shall be empowered to resolve the dispute and the Company shall retain the option to terminate service after affording this opportunity for a meeting and concluding that the reason for termination is just and advising the customer of his right to file a complaint with the Commission.

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### Water Service

#### E. TIMING OF TERMINATION WITH NOTICE

1. The Company shall be required to give at least ten (10) days advance notice prior to termination date
2. Such notice shall be considered to be given to the customer when a copy thereof is left with the customer or posted first class in the United States mail, addressed to the customer's last known address
3. If after the period of time allowed by the notice has elapsed and the delinquent account has not been paid nor arrangements made with the Company for the payment thereof or in the case of a violation of the Company's rules the customer has not satisfied the Company that such violation has ceased, the Company may then terminate service on or after the day specified in the notice without giving further notice.
4. Service may only be disconnected in conjunction with a personal visit to the premises by an authorized representative of the Company.
5. The Company shall have the right (but not the obligation) to remove any or all of its property installed on the customer's premises upon the termination of service

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ISSUED BY

Fred L. Kniss, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

Citizens Water Resources Company      ACC      SHEET NO.      45  
of Arizona      CANCELING      SHEET NO.  
(NAME OF COMPANY)

Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Water Service

#### F. LANDLORD/TENANT RULE

- 1 In situations where service is rendered at an address different from the mailing address of the bill or where the Company knows that a landlord/tenant relationship exists and that the landlord is a customer of the Company, and where the landlord as a customer would otherwise be subject to disconnection of service, the Company may not disconnect service until the following actions have been taken:
  - a Where it is feasible to so provide service, the Company, after providing notice as required in these rules, shall offer the occupant the opportunity to subscribe for service in his or her own name. If the occupant then declines to so subscribe, the Company may disconnect service pursuant to the rules
  - b The Company shall not attempt to recover from a tenant or condition service to a tenant with the payment of any outstanding bills or other charges due upon the outstanding account of the landlord

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NAME OF OFFICER      TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



Decision No

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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

## Water Service

### RULE NO. 10

#### ADMINISTRATIVE AND HEARING REQUIREMENTS

##### A. CUSTOMER SERVICE COMPLAINTS

- 1 The Company shall make full and prompt investigation of all service complaints made by its customers, either directly or through the Commission.
- 2 The Company shall respond to the complaint and/or the Commission representative within five (5) working days as to the status of the Company investigation of the complaint.
- 3 The Company shall notify the complainant and /or the Commission representative of the final disposition of each complaint. Upon request of the complainant or the Commission representative, the Company shall report the findings of its investigation in writing.
- 4 The Company shall inform the customer of his right of appeal to the Commission should the results of the Company's investigation prove unsatisfactory to the customer.
- 5 The Company shall keep a record of all written service complaints received which shall contain, at a minimum, the following data:
  - a Name and address of complainant.
  - b Date and nature of the complaint.
  - c Disposition of the complaint.
  - d A copy of any correspondence between the Company, the customer, and/or the Commission.

This record shall be maintained for a minimum period of one (1) year and shall be available for inspection by the Commission.

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Fred L. Kness, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



Decision No

Citizens Water Services Company of  
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## Water Service

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Fred L. Kriess, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Water Service

#### General Water Service G-1

##### Availability

Available for residential and commercial establishments served by Citizens Water Services Company of Arizona

##### Minimum Monthly Charge

<u>Meter Size</u>	<u>Rate</u>
5/8" x 3/4"	\$16 00
3/4"	\$24 00
1"	40 00
1 1/2"	80 00
2"	128 00
3"	256 00
4"	400 00
6"	800 00

##### Usage Charge

In addition to the minimum monthly charge above, the following usage charge will be made:

All meter sizes	All Usage	\$2 00 per 1,000 gallons
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Fred L. Kness, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

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Villages at Desert Hills, Maricopa County, Arizona

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## Water Service

### General Water Service G-1 (cont'd)

#### Terms and Conditions

Water service provided under this rate schedule is subject to the Company's Rules and Regulations applicable to Water Service and may be subject to the Company's miscellaneous service charges set forth in Rate Schedule MISC-1.

Water service under this Schedule is for the exclusive use of the Customer and water shall not be resold or provided to others.

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule, or on the basis of the service provided or the volume of water produced, purchased or sold.

A 1-1/2% late payment penalty will be applied to account balances not paid within 25 days after the postmark date of the bill in accordance with Rule 8 (H).

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Fred L. Kniess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

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Citizens Water Services Company  
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### Water Service

#### Private Fire Protection FP-1

##### Availability

Available for all establishments served by the Company

##### Minimum Monthly Charge Per Connection

<u>Line Size</u>	<u>Rate</u>
3"	\$70.00
4"	90.00
6"	135.00
8"	180.00
10"	360.00

##### Terms and Conditions

Water service provided under this rate schedule is subject to the Company's Rules and Regulations applicable to Water Service and may be subject to the Company's Miscellaneous Service Charges set forth in Rate Schedule MISC-1

Water service under this Schedule is for the exclusive use of the Customer and water shall not be resold or provided to others.

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule, or on the basis of the service provided or the volume of water produced, purchased or sold

A 1-1/2% late payment penalty will be applied to account balances not paid within 25 days after the postmark date of the bill in accordance with Rule 8 (H)

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Fred L. Kriess, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



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### Water Service

#### Miscellaneous - MISC-1

The Company is authorized to charge the following miscellaneous service fees

#### Service Establishment, Re-establishment and/or Reconnection Charge

As provided for in Rule No. 2 (D), the Company will charge the following rates for the establishment or re-establishment and/or reconnection of Water Utility service.

- |   |                               |         |
|---|-------------------------------|---------|
| 1 | During normal business hours. | \$60 00 |
| 2 | During non-business hours.    | \$90 00 |

#### Insufficient Funds (NSF) Check Charge

As provided for in Rule No. 8 (F), the Company will charge the customer \$20.00 for each instance the customer tenders payment for service with insufficient funds check.

#### Customer Requested Meter Reread Charge

As provided for in Rule No. 7(C), the Company will charge the customer \$10.00 for customer requested meter rereading, provided that the original reading was not in error.

#### Meter Test Charge

As provided for in Rule No. 7 (F), the Company will charge the customer \$30.00 for testing a meter upon the customer's request. However, if the meter is found to be over-registering by more than three percent (3%), no meter testing fee will be charged to the customer.

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Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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### Water Service

#### Miscellaneous - MISC-1 (cont'd)

#### Service and Meter Installation Charges

As provided for in Rule No. 4 (B), the Company will charge the customer, as a refundable advance in aid of construction, an amount for each meter and service line as specified below, if such has not already been paid as part of a main extension agreement.

1 Service Installations:

Service Size	Rate
3/4"	\$255 00
1"	275 00
1.5"	290 00
2"	315 00

Over 2" - charges are to be equal to actual total cost of installation

2 Meter Installations:

Meter Size	Rate
5/8"	\$65 00
3/4"	\$105 00
1"	145 00
1.5"	345 00
2"	775 00

Over 2" - charges are to be equal to actual total cost of installation

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Vice President and General Manager

NAME OF OFFICER

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15262 North Del Webb Boulevard, Sun City, Arizona 85351

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### Water Service

#### RULES AND REGULATIONS APPLICABLE TO WATER SERVICE

of

CITIZENS WATER SERVICES COMPANY OF ARIZONA

Legally named and operating in:

VILLAGES AT DESERT HILLS, MARICOPA COUNTY, ARIZONA

These rules and regulations have been authorized by the Arizona Corporation Commission and are the effective rules and regulations of the aforementioned Company.

Services will be furnished in accordance with these rules and regulations and no officer, employee, or representative of this Company has any authority to write, alter, or amend these rules and regulations or any parts thereof in any respect.

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Fred L. Kriess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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## Water Service

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Fred L. Kness, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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Fred L. Kness, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15252 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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Fred L. Kriess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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## Water Service

### PRELIMINARY STATEMENT

Citizens Water Services Company of Arizona (hereinafter the "Company") is engaged in the business of supplying Water Service in the County or Counties previously mentioned.

These Rules and Regulations are designed to govern the supply of water in such manner as will secure to each customer the greatest practical latitude in the enjoyment of service, consistent with good service to himself and other customers, and with safety to the public and the Company's employees.

These Rules and Regulations are on file with the Arizona Corporation Commission of the State of Arizona, and copies are available at all Company offices. They are a part of every contract for service and govern all classes of service, except where specific provisions in contracts or schedules modify same. All prior rules, customs or alleged understandings are hereby rescinded. These rules and regulations are available for review by any customers, at any office of the Company.

Rates for metered service and other services rendered are those on file with the Arizona Corporation Commission and are available at the offices of the Company providing water service.

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Fred L. Kriess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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Villages at Desert Hills, Maricopa County, Arizona  
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## Water Service

### RULE NO. 1 DEFINITIONS

For the purpose of these rules and regulations, unless the context otherwise requires, the following definitions shall apply:

1. **Advance in aid of Construction:** Funds provided to the Company by an applicant under the terms of a main extension agreement or under its miscellaneous - MISC-1 tariff for service or meter installation, the amount of which may be refundable.
2. **Applicant:** A person requesting the Company to supply water service.
3. **Application:** A written request of the Company for water service, as distinguished from an inquiry as to the availability or charges for such service.
4. **Arizona Corporation Commission:** The regulatory authority of the State of Arizona having jurisdiction over the public service corporations operating in Arizona.
5. **Billing Month:** The period between any two regular readings or estimated readings of the Company's meters at approximately thirty (30) day intervals.
6. **Billing period:** The time interval between two consecutive meter readings or estimates that are taken for billing purposes.
7. **Commission:** The Arizona Corporation Commission.
8. **Commodity Charge:** The unit of cost per billed usage, as set forth in the Company's tariffs.
9. **Company:** Citizens Water Services Company of Arizona.
10. **Contributions in Aid of Construction:** Funds provided to the Company by an applicant under the terms of a main extension agreement and/or service connection tariff, the amount of which is not refundable.

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Fred L. Kniess, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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11. **Customer** The person or entity in whose name service is rendered, as evidenced by the signature on the application or contract for that service, or by the receipt and/or payment of bills regularly issued, regardless of the identity of the actual user of the service.
12. **Customer Charge** The amount the customer must pay the Company for the availability of water service, excluding any water used, as specified in the Company's tariffs.
13. **Customer Piping** The pipe that transports water to the customer from the point of delivery to the point of usage by the customer.
14. **Day** Calendar day.
15. **Distribution Main** A water main of the Company from which service connections may be extended to customers.
16. **Interruptible Water Service** Water service that is subject to interruption or curtailment.
17. **Main Extension** The mains and ancillary facilities relevant to providing service to additional customers via the extension of the distribution system.
18. **Master Meter** A meter for measuring or recording the volume or flow of water at a single location where said water is transported through a piping system to several tenants or occupants for their individual consumption.
19. **Meter** The instrument for measuring and indicating or recording the volume of water that has passed through it.
20. **Meter Tampering** A situation where a meter has been illegally altered. Common examples are meter bypassing, use of devices to slow the meter recorder, and broken meter seals.

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Fred L. Kress, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15252 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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### Water Service

21. **Minimum Charge** The amount the customer must pay for the availability of water service, including an amount of usage, as specified in the Company's tariffs.
22. **Minimum Delivery Pressure** 20 pounds per square inch gauge at the meter or point of delivery
23. **Permanent Customer** A customer who is a tenant or owner of a service location who applies for and receives permanent water service.
24. **Permanent Service** Service which, in the opinion of the Company, is of a permanent and established character. The use of water may be continuous, intermittent, or seasonal in nature.
25. **Person** Any individual, partnership, corporation, governmental agency, or other organization operating as a single entity
26. **Point of Delivery** The point where facilities owned, leased, or under license by a customer connect to the Company's pipes or at the outlet side of the meter
27. **Premises** All of the real property and apparatus employed in a single enterprise or living unit on an integral parcel or land undivided by public streets, alleys or railways
28. **Residential Subdivision Development** Any tract of land which has been divided into four or more contiguous lots for use for the construction of residential buildings or permanent mobile homes for either single or multiple occupancy
29. **Residential Use** Service to customers using water for domestic purposes such as personal consumption, water heating, cooking, clothes washing, and other residential uses, including use in apartment buildings, mobile home parks, and other multi-unit residential buildings

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Fred L. Kness, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

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- 30 **Rules** The regulations set forth in the tariffs which apply to the provision of water service
- 31 **Service Area** The territory in which the Company has been granted a certificate of convenience and necessity and is authorized by the Commission to provide water service
- 32 **Service Establishment Charge** The charges specified in the Company's tariffs which cover the cost of establishing a new account.
- 33 **Service Line** A water line that transports water from a common source (normally a distribution main) of supply to the customer's point of delivery
- 34 **Service Reconnect Charge** The charge as specified in the Company's tariffs which must be paid by the customer prior to reestablishment of water service each time the water is disconnected for nonpayment or whenever service is discontinued for failure otherwise to comply with the company's filed rules
- 35 **Service Reestablishment Charge** A charge as specified in the Company's tariffs, for service at the same location where the customer or a member of the customer's immediate family, had ordered a service disconnection within the preceding twelve month period
- 36 **Single Family Dwelling** A house, an apartment, or a mobile home permanently affixed to a lot, or any other permanent residential unit which is used as a home
- 37 **Tariffs** The documents filed with the Commission which list the services and products offered by the Company and which set forth the terms, conditions, and a schedule of the rates and charges for those services and products
- 38 **Temporary Service** Service to premises or enterprises which is temporary in character, or where it is known in advance that the service will be of limited duration. Service which, in the opinion of the Company, is for operations of a speculative character is also considered temporary service
- 39 **Utility** The public service corporation providing water service to the public in compliance with state law

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Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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## Water Service

### RULE NO. 2 ESTABLISHMENT OF SERVICE

#### A. INFORMATION FROM NEW APPLICANTS

1. The Company may obtain the following minimum information prior to acceptance of an applicant as a customer:
  - a. Name or names of applicant(s)
  - b. Service address or location and telephone number.
  - c. Billing address or location and telephone number, if different than service address.
  - d. Address where service was provided previously.
  - e. Date applicant will be ready for service.
  - f. Indication of whether premises have been supplied with Company service previously.
  - g. Purpose for which service is to be used.
  - h. Indication of whether applicant is owner or tenant of or agent for the premises, and written proof of agency.
2. The Company may require a new applicant for service to appear at the Company's designated place of business to produce proof of identity and sign the Company's application form.
3. Where service is requested by two or more individuals the Company shall have the right to collect the full amount owed to the Company from any one of the applicants.

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Vice President and General Manager

NAME OF OFFICER

TITLE

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### Water Service

#### B. DEPOSITS

- 1 The Company may require a deposit from any new applicant for service
- 2 The Company shall issue a nonnegotiable receipt to the applicant for the deposit. The inability of the customer to produce such a receipt shall in no way impair his right to receive a refund of the deposit which is reflected on the Company's records
- 3 Interest on deposits shall be calculated annually at an interest rate filed by the Company and approved by the Commission in a tariff proceeding. In the absence of such, the interest rate shall be 6%
- 4 Interest shall be computed and accrued to the customer's account on an annual basis
- 5 Deposits plus accrued interest shall be refunded within thirty (30) days after discontinuance of service when the customer has paid all outstanding amounts due the Company
- 6 A separate deposit may be required for each service installed
- 7 The amount of a deposit required by the Company shall be determined according to the following terms:
  - a Residential customer deposits shall not exceed two times the average residential class bill as evidenced by the Company's most recent annual report filed with the Commission
  - b Nonresidential customer deposits shall not exceed two and one-half times that customer's estimated maximum monthly bill
  - c The Company may review the customer's usage after service has been connected and adjust the deposit amount on the basis of the customer's actual usage

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Fred L. Kriess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No

Citizens Water Services Company  
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(NAME OF COMPANY)

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- 8 Deposits will automatically be refunded by the Company after twelve (12) consecutive months during which time the customer has not been delinquent more than three (3) times in a twelve (12) month period, or at the discretion of the Company at any time before service is discontinued. Upon final discontinuance of the use of the service and full settlement of all bills by the customer, any deposit, not previously refunded, with accrued interest, if any, in accordance with the provisions of this policy will be returned to the customer or at the Company's election, it may be applied to the payment of any unpaid accounts of the customer and the balance, if any, returned to the customer.
- 9 The Company may require a customer to establish or reestablish a deposit if the customer becomes delinquent in the payment of two (2) or more bills within a twelve (12) consecutive month period or has been disconnected for nonpayment during the last twelve (12) months.
- 10 Deposits shall not prevent the Company from terminating the agreement for service with a customer or suspending service for any failure in the performance of customer obligations under the agreement for service or any violation of the Company's Rules and Regulations.
- 11 Upon discontinuance of service, the deposit may be applied by the Company toward settlement of the customer's bill.

### C. GROUNDS FOR REFUSAL OF SERVICE.

- 1 The Company may refuse to establish service if any of the following conditions exist:
  - a The applicant has an outstanding amount due for the same class of utility service with the Company, and the applicant is unwilling to make arrangements with the Company for payment.
  - b A condition exists, or could occur, which in the Company's judgment is unsafe or hazardous to the applicant, the general population, or the Company's personnel or facilities.

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- c Refusal by the applicant to provide the Company with a deposit
- d Customer is known to be in violation of the Company's tariffs filed with the Commission or of the Commissions Rules and Regulations
- e Failure of the customer to furnish such funds, service, equipment, and/or rights-of-way necessary to serve the customer and which have been specified by the Company as a condition for providing service
- f Applicant falsifies his or her identity for the purpose of obtaining service

#### D. SERVICE ESTABLISHMENTS, REESTABLISHMENTS, OR RECONNECTION CHARGE

- 1 The Company may make a charge as periodically approved by the Commission for establishment, reestablishment, reconnection or disconnection of utility services.
- 2 Should service be established or disconnected during a period other than regular working hours at the customer's request or cause, the customer may be required to pay an after hours charge. Where the Company's scheduling will not permit the requested service on the same day requested, the customer can elect to pay the after hours charge for the service that day.
- 3 For the purpose of this tariff, service establishments are where the customer's facilities are ready and acceptable to the Company and the Company needs only to install a meter, read a meter, or turn the service on.

#### E. TEMPORARY SERVICE

- 1 Applicants for temporary service may be required to pay the Company, in advance of service establishment, the estimated cost of installing and removing the facilities necessary for furnishing the desired service.
- 2 Where the duration of service is to be less than one month, the applicant may also be required to advance a sum of money equal to the estimated bill for service.

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- 3 Where the duration of service is to exceed one month, the applicant may also be required to meet the deposit requirements of the Company.
- 4 If at any time during the term of the agreement for service the character of a temporary customer's operations changes so that in the opinion of the Company the customer is classified as permanent, the terms of the Company's main extension rules shall apply.

#### F. DOUBTFUL PERMANENCY

When in the Company's opinion, the permanent nature of the customer's requirement for water service is doubtful, the customer shall be required to enter into an agreement with the Company and shall advance the entire cost of construction, including the mains and associated equipment. The agreement shall include provisions for refund upon proof of permanency to the satisfaction of the Company.

#### G. SERVICE LOCATION INFORMATION

- 1 The Company reserves the right to determine the conditions under which extension will be made. Conditions for service and extending service to the customer will be based upon the following:
  - a All such installations shall be in accordance with the Company's specifications and located at an outdoor location accessible to the Company.
  - b Individual customers may be required to have their property corner pins and/or markers installed.
  - c Where the installation requires more than one meter for service to the premises, each meter pit or box shall be permanently marked (not painted) by the contractor or customer to properly identify the portion of the premises being served.

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TITLE

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The identification shall be the same as the apartment, office, etc. served by that meter. The identifying marking placed on each meter shall be impressed into or raised from a tag of aluminum, brass or other approved non-ferrous metal with minimum 1/4-inch-high letters. This tag must be attached to the meter pit or box. The impression must be deep enough to prevent the identification(s) from being obscured.

#### H. IDENTIFICATION OF PREMISES

The premises to be served by the Company shall be clearly identified by the customer at the time of application. If the service address is not recognized in terms of a commonly used identification system, the customer may be required to provide specific written directions and/or legal descriptions before the Company shall be required to act upon a request for water service.

#### I. SERVICE CALLS OR ESTABLISHMENTS DURING REGULAR HOURS

A service charge shall be made to the customer based upon the time, materials and equipment used by the Company for the following:

1. Interruption caused by the customer's willful act or omission, negligence or failure of customer owned equipment, even though the Company is unable to perform any work beyond the point of delivery.
2. Reconnection of water service to any customer previously disconnected for nonpayment, unlawful use of service, misrepresentation to the Company, unsafe conditions, threats to Company personnel or property, failure to permit safe access, detrimental effects of customer demands on the Company system, failure to establish credit and/or sign an agreement for service, or any other reason authorizing the Company to make such disconnection.

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Fred L. Kriess, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

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#### J. SERVICE CALLS OR ESTABLISHMENTS AFTER REGULAR HOURS

A service charge not to exceed the actual cost of the employee's time and the materials and equipment used by the Company, will be imposed for a service call after regular hours for the following

- 1 Interruptions caused by the customer's willful act or omission, negligence or failure of customer owned equipment, even though the Company is unable to perform any work beyond the point of delivery. The Company shall make reasonable effort to advise the customer about the possibility of such charges before the service call starts
- 2 Reconnection of water service to any customer previously disconnected for nonpayment, unlawful use of service, misrepresentation to the Company, unsafe conditions, threats to Company personnel or property, failure to permit safe access, detrimental effects of customer demands on the Company system, failure to establish credit and/or sign an agreement for service or any other reason authorizing the Company to make such disconnection. Such work will be performed only when requested and agreed to by the customer

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Fred L. Kness, Jr.

Vice President and General Manager

NAME OF OFFICER

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15262 North Del Webb Boulevard Sun City, Arizona 85351

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#### RULE NO. 3 MINIMUM CUSTOMER INFORMATION REQUIREMENTS

##### A. INFORMATION FOR CUSTOMERS

1. The Company shall make available upon customer request not later than sixty (60) days from the date of request a concise summary of the rate schedule applied for by such customer. The summary shall include the following:
  - a. Monthly minimum or customer charge, identifying the amount of the charge and the specific amount of minimum discharge included in the minimum charge, where applicable
  - b. Rate blocks, where applicable
  - c. Any adjustment factor(s) or tax impositions, and methods of calculation.
2. The Company shall, to the extent practical, identify the tariff most advantageous to the customer and notify the customer of such prior to service commencement.
3. In addition, the Company shall make available upon customer request not later than sixty (60) days from the date of request a copy of the Company's Rules and Regulations governing:
  - a. Deposits
  - b. Termination of service
  - c. Billing and Collection
  - d. Complaint handling
4. The Company upon written request of a customer shall not more than once each calendar year, transmit a concise statement of actual consumption by such customer for each billing period during the prior twelve (12) months, unless such data is not reasonably ascertainable.
5. The Company shall inform all new customers of their right to obtain the information specified above.

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Fred L. Kriess, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



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#### B. INFORMATION REQUIRED DUE TO CHANGES IN TARIFFS

- 1 The Company shall transmit to affected customers by the most economic means available a concise summary of any change in the Company's tariffs affecting those customers
- 2 This information shall be transmitted to the affected customer within sixty (60) days of the effective date of the change.

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15262 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



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### Water Service

#### RULE NO 4

#### SERVICE CONNECTIONS AND REESTABLISHMENTS

##### A. PRIORITY AND TIMING OF SERVICE ESTABLISHMENTS

1. After an applicant has complied with the Company's application and deposit requirements and has been accepted for service by the Company, the Company shall schedule that customer for service connection and/or establishment.
2. Service establishments shall be scheduled for completion within five (5) working days of the date the customer has been accepted for service, except in those instances when the customer requests service establishments beyond the five (5) working day limitation.
3. When the Company has made such arrangements to meet with a customer for service establishment purposes and the Company or the customer cannot make the appointment during the prearranged time, the Company shall reschedule the service establishment to the satisfaction of both parties.
4. The Company shall schedule service establishment appointments within a maximum range of four (4) hours during normal working hours, unless another time frame is mutually acceptable to the Company and its customer.
5. Service establishments shall be made only by qualified Company service personnel or persons authorized by the Company.
6. For the purposes of this tariff, establishments are where the customer's facilities are ready and acceptable to the Company and the Company needs only to install or read a meter or turn the service on.

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Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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#### B. SERVICE LINES

- 1 An applicant for service shall be responsible for the cost of installing all piping up to the meter
- 2 An applicant for service shall pay to the Company as a refundable advance in aid of construction a sum for each meter and service line unless the sum has already been advanced as part of a main extension agreement
- 3 Except where the refundable advances in aid of construction for meters and service lines have been included in refundable advances in aid of construction for main extensions and thus are refundable pursuant to main extensions contracts approved by the Commission, each advance in aid of construction for a service line or meter shall be repaid by the Company by an annual credit of one-tenth of the amount received, said credit to be applied upon the water bill rendered in November of each year until fully paid, for each service line and meter for which the advance was made, and said credit to commence in the month of November for all such advances received during the preceding calendar year
- 4 Where the service is being provided for the first time, the customer shall provide and maintain a private cutoff valve within 18 inches of the meter on the customer's side of the meter, and the Company shall provide a like valve on the Company's side of such meter
- 5 The Company may install its meter at the property line or, at the Company's option, on the customer's property in a location mutually agreed upon
- 6 Where the meter or service line location on a customer's premises is changed at the request of the customer or due to alterations on the customer's premises, the customer shall provide and have installed at his expense in accordance with Company specifications, all piping necessary for relocating the meter, and the Company may charge the actual cost of moving the meter or service line
- 7 The customer's piping must be installed in such a manner as to prevent cross-connection or backflow

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Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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- 8 The Company shall retain the right to specify the location and size of any meter setting or service connection

#### C. CUSTOMER PROVIDED EQUIPMENT, SAFETY AND OPERATION

- 1 Each customer shall be responsible for maintaining all equipment and facilities used for Company services located on his side of the meter in safe operating condition

#### D. EASEMENTS AND RIGHTS-OF-WAY

- 1 Each customer shall grant adequate easements and rights-of-way satisfactory to the Company to ensure that customer's proper service connection. Failure on the part of the customer to grant adequate easements and rights-of-way shall be grounds for the Company to refuse service
- 2 When the Company discovers that a customer or his agent is performing work or has constructed facilities adjacent to or within an easement or right-of-way and such work, construction or facility poses a hazard or is in violation of federal, state or local laws, ordinances, statutes, rules or regulations, or significantly interferes with the Company's access to equipment, the Company shall notify the customer or his agent and shall take whatever actions are necessary to eliminate the hazard, obstruction or violation at the customer's expense
- 3 If it is necessary for the Company to excavate in an easement or right-of-way to extend or repair water facilities, the Company will not be responsible for the cost to replace or repair landscaping, fences, trees, shrubs, structures, etc. placed within the easement or right-of-way
- 4 The Company shall at all times have the right of safe ingress and egress from the customer's premises at all reasonable hours for any purpose reasonably connected with the Company's property used in furnishing service

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Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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### Water Service

#### RULE NO. 5 MAIN EXTENSION AGREEMENTS

##### A. EXTENSIONS OF MAINS AND SERVICES; ADVANCES IN AID OF CONSTRUCTION

1. The Company will supply services for temporary purposes, provided that the Company has water available in excess of the Company's regular needs, and provided the Company has available material and equipment necessary to supply said service. Each applicant for such service must pay in advance, to the Company, the Company's estimate of the cost of labor and materials, less salvage value on removal, for installing and removing such service.
2. An applicant for the extension of mains shall be required to pay the Company, as a refundable advance in aid of construction, before construction is commenced, the estimated reasonable cost of all mains, distribution mains and service mains, including all valves, fittings, meters, other costs and reasonable overheads.
  - a. Upon request by a potential applicant for a main extension, the Company shall prepare, without charge, a preliminary sketch and rough estimates of the cost of installation to be paid by said applicant.
  - b. Any applicant for a main extension requesting the Company to prepare detailed plans, specifications, or cost estimates may be required to deposit with the Company an amount equal to the estimated cost of preparation. The Company shall, upon request, make available within forty-five (45) days after receipt of the deposit referred to above, such plans, specifications, or cost estimates of the proposed main extension. Where the applicant accepts the plans and the Company proceeds with construction of the extension, the deposit shall be credited to the cost of construction, otherwise the deposit shall be nonrefundable. If the extension is to include oversizing of facilities to be done at the Company's expense, appropriate details shall be set forth in the plans, specification and cost estimates.

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Fred L. Kness, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
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- c In the event that additional facilities are required to provide or sustain pressure, storage or water supply for the new service or services requested, or for existing customers as a consequence of the extension of service, and the cost of the additional facilities is disproportionate to anticipated revenues to be derived from the future customers, the estimated reasonable cost of such additional facilities may be included in refundable advances in aid of construction to be paid to the Company
- 3 Refunds of advances shall be made in accord with the following method: the Company shall each year pay to the party making an advance under a main extension agreement, or that party's assigns or other successors in interest where the Company has received notice and evidence of such assignment or succession, an amount equal to ten per centum (10%) of the total gross annual revenue, less any gross receipts or sales taxes and amounts payable to any municipalities or others for treatment and/or transmission of water from each bonafide customer whose service is connected directly to main or extension mains covered by the main extension agreement. Refunds shall not be made for any period after the expiration of ten (10) years from the date of the advance. Refunds shall be made by the Company on or before the 31<sup>st</sup> day of August of each year, covering any refunds owing from water revenues received during the preceding July 1<sup>st</sup> to June 30<sup>th</sup> period. A balance remaining at the end of the ten-year period shall become non-refundable, and the balance not refunded shall be entered as a contribution in aid of construction in the accounts of the Company.
- 4 The aggregate refunds shall in no event exceed the total of the refundable advances in aid of construction. No interest shall be paid by the Company on any amount advanced. The Company shall make no refunds from any revenues received from any mains or mains, other than customer service mains, leading up to or taking off from the particular main extension covered by the agreement.
- 5 The Company may, upon approval by the Commission, terminate its obligation to refund a percentage of gross revenues from a main extension by accord and satisfaction of its obligations under the main extension agreement.

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- 6 All agreements entered into shall be evidenced by a written agreement, and signed by the Company and all parties advancing the funds for advances in aid, or the duly authorized agents of each
- 7 The size, type and quality of materials of the system, installed location in the ground, and the manner of installation, shall be specified by the Company, and shall accord with the requirements of the Commission or other public agencies having authority therein. The Company may install main extensions of any diameter meeting the requirements of the Commission or any other public agencies having authority over the construction and operation of the water system
- 8 All mains, valves, fittings, wells, meters, tanks, and other facilities installed shall be the sole property of the Company, and parties making advances in aid of construction shall have no right, title or interest in any such facilities
- 9 The Company, upon written request, shall furnish to any party seeking to enter into a main extension agreement a schedule of the proposed reasonable contract price for such extension of mains, or other facilities. Such schedule shall show a breakdown of the contract prices of materials and costs of installation. Different sizes and types of mains shall be separately stated. Valves, meters, and fittings shall be separately stated or listed as a percentage of total cost. All advances shall be made without provision for profit to the Company but shall include reasonable overheads
- 10 The Company shall schedule within reason, new requests for main extension agreements, and for service under main extension agreements, promptly and in the order received
- 11 If an applicant for service seeking to enter into a main extension agreement deems the contract price or the time of performance to be unreasonable, he may solicit bids from bonded contractors, provided that all bids shall be submitted by the bid date stipulated by the Company. If a lower bid is obtained, or if a bid is obtained at an equal price and with a more appropriate time of performance, and if such bid contemplates total conformity with the Company's requirements and specifications, the Company shall be required to meet the terms and conditions of the bid proffered, or to enter into a construction contract with the contractor proffering such bid

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- 12 In the case of disagreement or dispute regarding the application of this rule or any of its several provisions, or where the application of this rule works an injustice or undue hardship upon any party or anticipated party to any agreement hereunder, the party aggrieved may refer the matter to the Commission for hearing and decision in accord with the Rules and Practice and Procedure of the Commission.
- 13 All agreements shall be filed with and approved by the Utilities Division of the Commission. Where agreements for extension of service are not filed and approved, all advances in aid of construction shall be immediately due and payable to any person making such an advance.
- 14 No extensions of facilities shall be made without first having received approval of plans and specifications of such extensions or installations from the Arizona Department of Environmental Quality or its designated agent. A copy of such written approval shall then be filed with the Utilities Division of the Arizona Corporation Commission.

#### B. WRITTEN AGREEMENT REQUIREMENTS

1. Each main extension agreement shall include the following information:
  - a. Name and address of applicant(s)
  - b. Proposed service address or location
  - c. Description of requested service
  - d. Description and sketch of the requested line extension
  - e. Itemized cost estimate to include materials, labor, and other costs as necessary
  - f. Payment terms
  - g. A clear and concise explanation of any refunding provisions, if applicable
  - h. Company's estimated start date and completion date for construction of the main extension

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2. Each applicant shall be provided with a copy of the written main extension agreement.

#### C. FINAL COST

1. In the event the actual cost is less than the estimated cost, the Company will refund the excess to the customer within 30 days after completion of the provision of the service or after the Company's receipt of invoices, timesheets or other related documents, whichever is later.
2. In the event the actual cost is more than the estimated cost, the Company will bill the customer for the amount due within 30 days after completion of the provision of the service or after the Company's receipt of invoices, timesheets or other related documents, whichever is later. However, if the actual cost is more than five percent (5%) greater than the total amount paid, the applicant will only be required to pay five percent (5%) more than the total amount paid, unless the Company can demonstrate that the increased costs were beyond its control and could not be foreseen at the time the estimate for the total amount paid was made. The amount so billed will be due and payable 30 days after the invoice date.

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Vice President and General Manager

NAME OF OFFICER

TITLE

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#### RULE NO. 6 PROVISION OF SERVICE

##### A. COMPANY RESPONSIBILITY

- 1 The Company shall be responsible for providing potable water to the customer's point of delivery
- 2 The Company may, at its option, refuse service until the customer has obtained all required permits and/or inspections indicating that the customer's facilities comply with local construction and safety standards

##### B. CUSTOMER RESPONSIBILITY

- 1 Each customer shall be responsible for maintaining all facilities on the customer's side of the point of delivery in safe and efficient manner and in accordance with the rules of the Arizona Department of Environmental Quality and the prescribed specifications of the Company
- 2 Each customer shall be responsible for safeguarding all Company property installed in or on the customer's premises for the purpose of supplying water to that customer
- 3 Each customer shall exercise all reasonable care to prevent loss or damage to Company property, excluding ordinary wear and tear. The customer shall be responsible for loss of or damage to Company property on the customer's premises arising from neglect, carelessness, or misuse and shall reimburse the Company for the cost of necessary repairs and replacements
- 4 Each customer shall be responsible for payment for any equipment damage resulting from unauthorized breaking of seals, interfering, tampering, or bypassing the Company meter
- 5 The customer shall be responsible for notifying the Company of any failure identified in the Company's equipment

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ADDRESS OF OFFICER



Decision No

Citizens Water Services Company  
of Arizona  
(NAME OF COMPANY)

CANCELING

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Villages at Desert Hills, Maricopa County, Arizona  
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### Water Service

- 6 Water furnished by the Company shall be used only on the customer's premises and shall not be resold or provided to any other person. During critical water conditions, as determined by the Commission, the customer shall use water only for those purposes specified by the Commission. Disregard of this rule shall be sufficient cause for refusal or discontinuance of service.
- 7 The customer agrees, when accepting service, that no one except Company employees or persons authorized by the Company shall be allowed to operate, remove or replace any Company owned equipment installed on customer's property.
- 8 No person, except an employee or persons acting on behalf of the Company shall alter, remove or make any connection to the Company's meter or service equipment.
- 9 No meter seal may be broken or removed by anyone other than an employee acting on behalf of the Company. However, the Company may give its prior consent to break the seal by an approved plumber employed by a customer when deemed necessary by the Company.
- 10 The customer will be held responsible for any broken seals, tampering, or interfering with the Company's meter(s) or any other Company owned equipment installed on the customer's premises. In cases of tampering with meter installations, interfering with the proper working thereof, or any such tampering, interfering, theft, or service diversion, including the falsification of customer's meter readings, that customer shall be subject to immediate discontinuance of service. The Company shall be entitled to collect from the current customer under the appropriate rate, for all consumption not recorded on the meter as the result of such tampering, or other theft of service, and also any additional security deposits as well as all expenses incurred by the Company for property damages, investigation of the illegal act, and all legal expenses and court costs if necessary.
- 11 The customer will be held liable for any loss or damage occasioned or caused by the customer's negligence, want of proper care or wrongful act or omission on the part of any customer's agents, employees, licensees, or contractors.

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ISSUED BY

Fred L. Kriess, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

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#### C. CONTINUITY OF SERVICE

- 1 The Company shall make reasonable efforts to supply a satisfactory and continuous level of service. However, the Company shall not be responsible for any damage or claim of damage attributable to any interruption or discontinuation of service resulting from
  - a Any cause against which the Company could not have reasonably foreseen or made provision for, i.e., force majeure
  - b Intentional service interruptions to make repairs or perform routine maintenance
  - c Curtailment

#### D. SERVICE INTERRUPTIONS

- 1 The Company shall make reasonable efforts to reestablish service within the shortest possible time when service interruptions occur
- 2 The Company shall make reasonable provision to meet emergencies resulting from failure of service, and shall issue instructions to its employees covering procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of service
- 3 In the event of a national emergency or local disaster resulting in disruption of normal service, the Company may, in the public interest, interrupt service to other customers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored

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4. When the Company plans to interrupt service for more than four (4) hours to perform necessary repairs or maintenance the Company shall attempt to inform affected customers at least 24 hours in advance of the scheduled date and estimated duration of the service interruption. Such repairs shall be completed in the shortest possible time to minimize the inconvenience to the customers.
5. The Commission shall be notified of interruptions in service affecting the entire system or any major division thereof. The interruption of service and cause shall be reported within four (4) hours after the responsible representative of the Company becomes aware of said interruption, by telephone to the Commission, and followed by a written report to the Commission.

#### E. MINIMUM DELIVERY PRESSURE

1. The Company shall maintain a minimum standard delivery pressure of 20 pounds per square inch gauge (PSIG) at the customer's meter or point of delivery.

#### F. CONSTRUCTION STANDARDS

1. The Company shall construct or cause to be constructed all facilities in accordance with the guidelines established by the Arizona Department of Environmental Quality or its successors, any other governmental agency having jurisdiction thereof, and the Company. Phase construction is acceptable.

#### G. ELECTION OF RATE SCHEDULES

1. The Company shall use its best efforts to select the most favorable rate for which the customer is eligible based on available data at the time of application. The Company shall use its best efforts for notifying the customer of the most favorable rate schedule if the class has changed after initial application, and shall not be required to refund the difference in charge under different rate schedules. Upon written application of any material changes in the customer installation, the Company will assist in determining if a change in rate schedule is desirable.

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NAME OF OFFICER

Vice President and General Manager  
TITLE

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#### RULE NO. 7 METER READING

##### A. FREQUENCY

- 1 Each meter shall be read monthly or as close to the same day of each month as practicable unless otherwise approved by the commission.

##### B. MEASURE OF SERVICE

- 1 All water delivered by the Company shall be billed upon the basis of metered volume sales, except that the Company may, at its option, provide a fixed charge for the following
  - a Temporary service where the water use can be readily estimated.
  - b Public and private fire protection service.
  - c Water used for street sprinkling and sewer flushing, when provided for by contract between the Company and the municipality or other local governmental authority.
  - d Other fixed charge schedules as shall be submitted to and approved by the Commission.
- 2 When there is more than one meter at a location, the metering equipment shall be so tagged or plainly marked as to indicate the facilities being metered.

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#### C. CUSTOMER REQUESTED REREADS

- 1 The Company shall at the request of the customer reread that customer's meter within ten (10) working days after such request by the customer
- 2 Any rereads shall be charged to the customer at the rate on file and approved by the Commission provided that the original reading was not in error. Adjustment for reasonable usage since the original reading was taken shall be considered when determining the original reading
- 3 When the original reading is found to be in error, the reread shall be at no charge to the customer given adjustment for reasonable usage since the original reading was taken

#### D. ACCESS TO CUSTOMER PREMISES

- 1 The Company shall at all times have the right of safe ingress to and egress from the customer's premises at all reasonable hours for any purpose reasonably connected with the Company's property used in furnishing service and the exercise of any and all rights secured to it by law or these rules

#### E. METER TESTING AND MAINTENANCE PROGRAM

- 1 The Company shall establish a regular program of meter testing taking into account the following factors:
  - a Size of meter
  - b Age of Meter
  - c Consumption
  - d Characteristics of water

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NAME OF OFFICER TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85361  
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#### F. CUSTOMER REQUESTED METER TESTS

- 1 The Company shall test a meter upon customer request, and shall be authorized to charge the customer for such meter test according to the tariff on file and approved by the Commission. However, if the meter is found to over-register by more than three percent (3%), no meter testing fee will be charged to the customer.

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#### RULE NO. 8 BILLING AND COLLECTION

##### A. FREQUENCY AND ESTIMATED BILLS

- 1 The Company shall bill monthly for services rendered. Meter readings shall be scheduled for periods of not less than 25 days or more than 35 days, unless otherwise approved by the Commission.
- 2 If the Company is unable to read the meter on a scheduled meter read date, it will estimate the consumption for the billing period giving consideration to the following factors when applicable:
  - a The customer's usage during the same month of the previous year
  - b The amount of usage during the preceding month
- 3 After the second consecutive month of estimating the customer's bill for reasons other than severe weather or standard billings practice as approved by the Commission, the Company will attempt to secure an accurate reading of the meter.
- 4 Failure on the part of the customer to comply with a reasonable request by the Company for access to its meter may lead to the termination of service.
- 5 Estimated bills will be issued only under the following conditions:
  - a Failure of a customer who reads his own meter to deliver his meter reading card to the Company in accordance with the requirements of the Company's billing cycle
  - b Severe weather conditions which prevent the Company from reading the meter
  - c Circumstances that make it dangerous or impossible to read the meter, i.e., locked gates, blocked meters, vicious or dangerous animals, etc.

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Fred L. Kriess, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



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d Other billing cycles as approved by order of the Commission

6 Each bill based on estimated usage will indicate that it is an estimated bill

#### B. COMBINING METERS, MINIMUM BILL INFORMATION

1. Each meter at a customer's premises will be considered separately for billing purposes, and the readings of two or more meters will not be combined

2. Each bill for residential service will contain the following minimum information

a Date and meter reading at the end of the actual or estimated billing period

b Previous month's actual or estimated meter reading and date

c Billing usage

d Company telephone number

e Customer's name

f Service account number

g Amount due and terms of payment

h Past due amount where appropriate

i Adjustment factor, where applicable

j Privilege, sales or use tax, or any regulatory assessment applicable

k Other approved tariff charges

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Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

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#### C. BILLING TERMS

- 1 All bills for services are due and payable when rendered. All bills not paid within fifteen (15) days shall be considered delinquent.
- 2 For purposes of this rule, the date a bill is rendered may be evidenced by
  - a The postmark date
  - b The mailing date.
- 3 All delinquent bills shall be subject to the provisions of the Company's termination procedures
- 4 All payments shall be made or mailed to the office of the Company

#### D. APPLICABLE TARIFFS, PREPAYMENT, FAILURE TO RECEIVE, COMMENCEMENT DATE, TAXES

- 1 Each customer shall be billed under the applicable tariff indicated in the customer's application for service
- 2 The Company shall make provisions for advance payment for services
- 3 Failure to receive bills or notices which have been properly placed in the United States mail shall not prevent such bills from becoming delinquent nor relieve the customer of his obligations therein.
- 4 Charges for service commence when the service is installed and connection made, whether used or not.
- 5 In addition to the collection of regular rates, the Company may collect from its customers a proportionate share of any privilege, sales or use tax, or other imposts based on the gross revenues received by the Company

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#### E. METER ERROR CORRECTIONS

- 1 If any meter after testing is found to be more than three percent (3%) in error either fast or slow proper correction between three percent (3%) and the amount of the error shall be made of previous readings and adjusted bills shall be rendered according to the following terms
  - a For the period of three (3) months immediately preceding the removal of such meter from service for test or from the time the meter was in service since last tested, but not exceeding three (3) months since the meter shall have been shown to be in error by such test, or
  - b From the date the error occurred, if the date of the cause can be definitely fixed
- 2 No adjustment shall be made by the Company except to the customer last served by the meter tested

#### F. INSUFFICIENT FUNDS (NSF) CHECKS

- 1 The Company shall be allowed to recover a fee, as approved by the Commission, for each instance where the customer tenders payment for service with an insufficient funds check, and require a security deposit equal to that prescribed in Section B, provision 7 of Rule No. 2
- 2 When the Company is notified by the customer's bank that there are insufficient funds to cover the check tendered for service, the Company may require the customer to make payment in cash, money order, certified check, or other means which guarantee the customer's payment to the Company
- 3 A customer who tenders an insufficient funds check shall in no way be relieved of the obligation to render payment to the Company under the original terms of the bill nor defer the Company's provision for termination of service for nonpayment of bills
- 4 No personal checks will be accepted if two (2) NSF checks have been received by the Company within a twelve-month period in payment of any billing

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NAME OF OFFICER TITLE

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#### G. DEFERRED PAYMENT PLAN

1. The Company may, prior to termination, offer to qualifying residential customers a deferred payment plan for the customer to retire unpaid bills for service
2. Each deferred payment agreement, entered into in writing by the customer and the Company due to the customer's inability to pay an outstanding bill in full shall provide that service will not be discontinued if
  - a. Customer agrees to pay a reasonable amount of the outstanding bill at the time the parties enter into the deferred payment plan
  - b. Customer agrees to pay all future bills for service in accordance with the billing and collection tariffs of the Company
  - c. Customer agrees to pay a reasonable portion of the remaining outstanding balance in installments over a period not to exceed six (6) months
3. For the purpose of determining a reasonable installment payment schedule under these rules, the Company and the customer shall give consideration to the following conditions:
  - a. Size of the delinquent account
  - b. Customer's ability to pay
  - c. Customer's payment history
  - d. Length of time that the debt has been outstanding
  - e. Circumstances which resulted in the debt being outstanding
  - f. Any other relevant factors related to the circumstances of the customer

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NAME OF OFFICER

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TITLE

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- 4 Any customer who desires to enter into a deferred payment agreement shall establish such agreement prior to the Company's scheduled termination date for nonpayment of bills. Customers failure to execute a deferred payment agreement prior to the scheduled termination date shall not prevent the Company from terminating service for nonpayment.
- 5 Deferred payment agreements shall be in writing and signed by the customer and an authorized Company representative.
- 6 A deferred payment agreement may include a finance charge as approved by the Commission in a tariff proceeding.
- 7 If a customer has not fulfilled the terms of a deferred payment agreement, the Company shall have the right to disconnect service pursuant to the Company's termination of service rules and under such circumstances, it shall not be required to offer subsequent negotiation of a deferred payment agreement prior to termination.

#### H. LATE PAYMENT PENALTY

- 1 The Company may include in its tariffs a late payment penalty which may be applied to delinquent bills.
- 2 The amount of the late payment penalty shall be indicated upon the customer's bill when rendered by the Company.
- 3 In the absence of an approved tariff, the amount of the late payment penalty shall not exceed 1 1/4% per month of the delinquent bill, applied on a monthly basis.

#### I. CHANGE OF OCCUPANCY

- 1 Not less than three (3) working days advance notice must be given in person, in writing, or by telephone at the Company office to discontinue service or to change occupancy.
- 2 The outgoing party shall be responsible for all utility services provided and/or consumed up to and including the scheduled turn off date.

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#### RULE NO. 9 TERMINATION OF SERVICE

##### A. NONPERMISSIBLE TERMINATION OF SERVICE

1. The Company may not disconnect service for any of the reasons stated below
  - a. Delinquency in payment for services rendered to a prior customer at the premises where service is being provided, except in the instance where the prior customer continues to reside on the premises
  - b. Failure of the customer to pay for services or equipment which are not regulated by the Commission
  - c. Nonpayment of a bill related to another class of water service
  - d. Failure to pay for a bill to correct a previous underbilling due to a billing error, inaccurate meter reading or meter failure, if the customer and Company agree in writing to payment terms over a reasonable period of time.
  - e. Disputed bills where the customer has complied with the Commission's rules and regulations

##### B. TERMINATION OF SERVICE WITHOUT NOTICE

1. Company service may be disconnected without advance written notice under the following conditions
  - a. The existence of an obvious hazard to the safety or health of the consumer, the general population, Company personnel or facilities
  - b. The Company has evidence of meter tampering or fraud
  - c. Unauthorized resale or use of utility services

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TITLE

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- d Failure of a customer to comply with the curtailment procedures contained in a Commission Order imposed by Company during supply shortages
- 2 The Company shall not be required to restore service until the conditions which resulted in the termination have been corrected to the satisfaction of the Company.
- 3 The Company shall maintain a record of all terminations of service without notice. This record shall be maintained for a minimum of one (1) year and shall be available for inspection by the Commission

### C. TERMINATION OF SERVICE WITH NOTICE

- 1 The Company may disconnect service to any customer for any reason stated below, provided the Company has met the notice requirements established by the Commission
  - a Customer violation of any of the Company's tariffs filed with the Commission and/or violation of the Commission's rules and regulations
  - b Failure of the customer to pay a delinquent bill for water service
  - c Failure to meet or maintain the Company's credit and deposit requirements
  - d Failure of the customer to provide the Company reasonable access to its equipment and property
  - e Customer breach of a written contract for service between the Company and customer
  - f When necessary for the Company to comply with an order of any governmental agency having such jurisdiction
  - g The Company may terminate water service to effect sewer service termination when it provides both services to the same customer upon the same premises.
- 2 The Company shall maintain a record of all terminations of service with notice. This record shall be maintained for one (1) year and be available for Commission inspection

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NAME OF OFFICER

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#### D. TERMINATION NOTICE REQUIREMENTS

- 1 The Company shall not terminate service to any of its customers without providing advance written notice to the customer of the Company's intent to disconnect service, except under those conditions specified where advance written notice is not required
- 2 Such advance written notice shall contain, at a minimum, the following information
  - a The name of the person whose service is to be terminated and the address where service is being rendered
  - b The Commission rule or regulation that was violated and explanation thereof or the amount of the bill which the customer has failed to pay in accordance with the payment policy of the Company, if applicable
  - c The date on or after which service may be terminated
  - d A statement advising the customer to contact the Company at a specific address or phone number for information regarding any deferred payment or other procedures which the Company may offer or to work out some other mutually agreeable solution to avoid termination of the customer's service
  - e A statement advising the customer that the Company's stated reason for the termination of service may be disputed by contacting the Company at a specified address and phone number, advising the Company of the dispute and making arrangements to discuss the cause for termination with a responsible employee of the Company in advance of the scheduled date of termination. The responsible employee shall be empowered to resolve the dispute and the Company shall retain the option to terminate service after affording this opportunity for a meeting and concluding that the reason for termination is just and advising the customer of his right to file a complaint with the Commission

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Vice President and General Manager

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TITLE

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#### E. TIMING OF TERMINATION WITH NOTICE

1. The Company shall be required to give at least ten (10) days advance notice prior to termination date.
2. Such notice shall be considered to be given to the customer when a copy thereof is left with the customer or posted first class in the United States mail, addressed to the customer's last known address.
3. If after the period of time allowed by the notice has elapsed and the delinquent account has not been paid nor arrangements made with the Company for the payment thereof or in the case of a violation of the Company's rules the customer has not satisfied the Company that such violation has ceased, the Company may then terminate service on or after the day specified in the notice without giving further notice.
4. Service may only be disconnected in conjunction with a personal visit to the premises by an authorized representative of the Company.
5. The Company shall have the right (but not the obligation) to remove any or all of its property installed on the customer's premises upon the termination of service.

#### F. LANDLORD/TENANT RULE

1. In situations where service is rendered at an address different from the mailing address of the bill or where the Company knows that a landlord/tenant relationship exists and that the landlord is a customer of the Company, and where the landlord as a customer would otherwise be subject to disconnection of service, the Company may not disconnect service until the following actions have been taken:
  - a. Where it is feasible to so provide service, the Company, after providing notice as required in these rules, shall offer the occupant the opportunity to subscribe for service in his or her own name. If the occupant then declines to so subscribe, the Company may disconnect service pursuant to the rules.
  - b. The Company shall not attempt to recover from a tenant or condition service to a tenant with the payment of any outstanding bills or other charges due upon the outstanding account of the landlord.

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Vice President and General Manager

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Villages at Desert Hills Maricopa County, Arizona  
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### Water Service

#### RULE NO. 10

#### ADMINISTRATIVE AND HEARING REQUIREMENTS

##### A. CUSTOMER SERVICE COMPLAINTS

- 1 The Company shall make full and prompt investigation of all service complaints made by its customers, either directly or through the Commission
- 2 The Company shall respond to the complaint and/or the Commission representative within five (5) working days as to the status of the Company investigation of the complaint
- 3 The Company shall notify the complainant and /or the Commission representative of the final disposition of each complaint. Upon request of the complainant or the Commission representative, the Company shall report the findings of its investigation in writing
- 4 The Company shall inform the customer of his right of appeal to the Commission should the results of the Company's investigation prove unsatisfactory to the customer
- 5 The Company shall keep a record of all written service complaints received which shall contain, at a minimum, the following data:
  - a Name and address of complainant
  - b Date and nature of the complaint
  - c Disposition of the complaint
  - d A copy of any correspondence between the Company, the customer, and/or the Commission.

This record shall be maintained for a minimum period of one (1) year and shall be available for inspection by the Commission.

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NAME OF OFFICER

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#### RULE NO 11

#### CROSS-CONNECTION & BACKFLOW

##### PURPOSE:

The purpose of this tariff is to protect Citizens Water Services Company of Arizona (Company) water from the possibility of contamination caused by the backflow of contaminants that may be present on the customer's premises by requiring the installation and periodic testing of backflow prevention assemblies pursuant to the provisions of Rule 4 B 7 and R18-4-115 of the Arizona Administrative Code (A.A.C.)

##### REQUIREMENTS:

In compliance with these Rules and the Arizona Department of Environmental Quality (ADEQ) Rules, specifically Rule 4 B 7 and A.A.C. R18-4-115 relating to backflow prevention

- 1 The Company may require a customer to pay for and to have installed a backflow-prevention assembly if A.A.C. R18-4-115 B or C applies.
- 2 A backflow-prevention assembly required to be installed by the customer under paragraph 1 of this Rule shall comply with the requirements set forth in A.A.C. R18-4-115 D and E
- 3 Subject to the provisions of Rule 6 and Rule 9 and in accordance with paragraphs 1 and 7 of this Rule, the Company may terminate service or may deny service to a customer who fails to install a backflow-prevention assembly as required by this Rule
- 4 The Company shall give any existing customer who is required to install a backflow-prevention assembly written notice of said requirement. If Rule 9 B.1 a is not applicable, the customer shall be given thirty (30) days in which to comply with this notice. If the customer can show good cause as to why he cannot install the device within thirty (30) days, the Company or Commission Staff may suspend this requirement for a reasonable period of time

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Fred L. Kness, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.



Citizens Water Services Company  
of Arizona

(NAME OF COMPANY)

CANCELING

A C C

SHEET NO

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SHEET NO

Villages at Desert Hills, Maricopa County, Arizona

(NAME OF CITY)

### Water Service

#### CROSS-CONNECTION & BACKFLOW (Cont'd)

- 5 Testing shall be in conformance with the requirements of A A C R18-4-115 F. The Company may require the customer to pay to have the backflow-prevention assembly tested as long as the Company does not require an unreasonable number of tests. The Company may also require the customer to pay for repairs to a backflow-prevention assembly.
- 6 The customer shall provide the Company with records of installation and testing for each backflow-prevention assembly; these records shall include:
- a. assembly identification number and description.
  - b. location.
  - c. date(s) of test(s).
  - d. description of repairs and recommendations for repairs made by tester, and
  - e. the tester's name and certificate number.
- 7 In the event the backflow-prevention assembly does not function properly or fails any test, and a hazard as contemplated under Rule 9 b 1 a exists, the Company may terminate service immediately and without notice. The backflow-prevention assembly shall be repaired or replaced by the customer and retested before service is restored.
- 8 In the event the backflow-prevention assembly does not function properly or fails any test, or in the event that a customer fails to comply with the testing requirement, and Rule 9 b 1 a is **not** applicable, the backflow assembly shall be repaired or replaced within fourteen (14) days of the initial discovery of the deficiency in the assembly or its function. Failure to remedy the deficiency or dysfunction of the assembly, or failure to retest, shall be grounds for termination of water service in accordance with Rule 9.

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Fred L. Kriess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No

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(NAME OF COMPANY)

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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

**Sewer Service**

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Fred L. Kriess, Jr.,

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona  
(NAME OF COMPANY)

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ORIGINAL

SHEET NO. 1  
SHEET NO.

Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Sewer Service

#### General Sanitary Sewer Service

##### Availability

Available for residential and commercial establishments served by Citizens Water Services Company of Arizona.

##### Monthly Charges

##### Rate

##### Residential

Minimum monthly charge per dwelling unit per month \$16.00

##### Usage Charge

For up to the first 7 thousand gallons of water usage per unit per month \$2.00 per 1,000 gallons

##### Small Commercial Users

Available to commercial establishments with meters 1" or smaller which are not Large Commercial Users

Minimum Monthly charge per commercial unit per month for meters up to 1" in size

##### Meter Size

5/8" X 3/4"

\$16.00

3/4"

\$24.00

1"

\$32.00

##### Usage Charge

For 5/8" X 3/4" meters for up to the first 10 thousand gallons of water usage per unit per month, for 3/4" meters up to the first 15 thousand gallons of water usage per unit per month, for 1" meters for up to the first 25 thousand gallons of water usage per unit per month

\$2.00 per 1,000 gallons

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Fred L. Kness, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15282 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

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of Arizona

(NAME OF COMPANY)

CANCELING

ORIGINAL

SHEET NO

1a

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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

## Sewer Service

### General Sanitary Sewer Service - (cont'd)

#### Large Commercial Users

Applicable to large commercial and institutional customers such as educational institutions, nursing homes, hospitals, laundromats, motels, car washes and other high volume water users which meter water used for outdoor irrigation separately from other usage

Monthly charge per meter

\$64.00

Usage charge for all water used

\$2.00 per 1 000 gallons

#### Terms and Conditions

Sewer service provided under this rate schedule is subject to the Company's Rules and Regulations applicable to Sewer Service.

Sewer services under this schedule are for the exclusive use of the customer and sewer services shall not be resold or provided to others.

All rates in this Schedule shall be subject to their proportionate part of any taxes or other governmental imposts which are assessed directly or indirectly on the basis of revenues derived from service under this Schedule, or on the basis of the service provided or the volume of sewage treated or disposed of.

A 1-1/2% late payment penalty will be applied to account balances not paid within 25 days after the postmark date of the bill in accordance with Rule 8 (H).

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Fred L. Kness, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

10262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona  
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ORIGINAL

SHEET NO. 2  
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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Sewer Service

#### Annual Fee for Industrial Discharge Service

##### Availability

Applicable to all customers covered by the Company's Rule No. 10 "USE OF SANITARY SEWERS BY INDUSTRIAL DISCHARGERS" and whom have entered an Industrial Discharge Service Agreement pursuant to Rule No. 10.

##### Rates

For those customers consuming an amount of water less than or equal to 50,000 gallons per month through one or more water meters to the same facility, inclusive of meters used for irrigation:

\$500.00 per year

For those customers consuming more than 50,000 gallons per month of water through one or more water meters to the same facility, inclusive of meters used for irrigation:

\$1,000.00 per year

##### Special Conditions

Charges shall be non-refundable and shall be assessed in advance each January by the Company by special billing.

For new Customers receiving this service, a prorated charge shall be assessed.

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Fred L. Kriess, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona  
(NAME OF COMPANY)

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SHEET NO. 1  
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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Sewer Service

RULES AND REGULATIONS  
APPLICABLE TO  
SEWER SERVICE  
of  
CITIZENS WATER SERVICES COMPANY OF ARIZONA

Legally named and operating in:

VILLAGES AT DESERT HILLS, MARICOPA COUNTY, ARIZONA

These rules and regulations have been authorized by the Arizona Corporation Commission and are the effective rules and regulations of the aforementioned Company.

Services will be furnished in accordance with these rules and regulations and no officers, employee, or representative of this Company has any authority to write, alter, or amend these rules and regulations or any parts thereof in any respect.

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Fred L. Kneiss, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona  
(NAME OF COMPANY)

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SHEET NO. 2  
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### Sewer Service

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Fred L. Kriess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

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Fred L. Kress, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.



Citizens Water Services Company  
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ISSUED BY

Fred L. Kness, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15202 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona  
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SHEET NO. 5  
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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Sewer Service

#### PRELIMINARY STATEMENT

Citizens Water Services Company of Arizona (hereinafter the "Company") is engaged in the business of supplying sewer service in the County or Counties previously mentioned.

These Rules and Regulations are designed to govern the collection and treatment of sewage in such a manner as will secure to each customer the greatest practical latitude in the utilization of service, consistent with good service to himself and other customers, and with safety to all the public and the Company's employees.

These Rules and Regulations are on file with the Arizona Corporation Commission of the State of Arizona, and copies are available at all Company offices. They are a part of every contract for service and govern all classes of service, except where specific provisions in contracts or schedules modify same. All prior rules, customs or alleged understandings are hereby rescinded. These rules and regulations are available for review by any customers, at any office of the Company.

Rates for sewer service or other services rendered are those on file with the Arizona corporation Commission and are available at the offices of the company providing sewer service.

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Fred L. Kriess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No

Citizens Water Services Company  
of Arizona  
(NAME OF COMPANY)

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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Sewer Service

#### RULE NO. 1 DEFINITIONS

For the purpose of these rules and regulations, unless the context otherwise requires, the following definitions shall apply:

1. **Advance in aid of Construction:** Funds provided to the Company by the applicant under the terms of a collection main extension agreement the value of which may be refundable.
2. **Applicant:** A person or agency requesting the Company to supply sewer service.
3. **Application:** A request to the Company for sewer service, as distinguished from an inquiry as to the availability or charges for such service.
4. **Arizona Corporation Commission:** The regulatory authority of the State of Arizona having jurisdiction over public service corporations operating in Arizona.
5. **Billing Month:** The period between any two regular billing periods of the Company's service at approximately thirty (30) day intervals.
6. **Billing period:** The time interval between two consecutive billings.
7. **Collection Main:** All sewer pipe, owned, operated, or maintained by the Company which is used for the collection and transportation of sewage, except any service line as defined herein.
8. **Commission:** The Arizona Corporation Commission.
9. **Commodity Charge:** The unit of cost per billed discharge as set forth in the Company's tariffs.

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Fred L. Kriess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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of Arizona

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### Sewer Service

10. **Company.** Citizens Water Services Company of Arizona
11. **Contributions in Aid of Construction.** Funds provided to the Company by the applicant under the terms of a collection main extension agreement and/or service connection tariff, the value of which are not refundable
12. **Customer.** The person or entity in whose name service is rendered, as evidenced by the signature on the application or contract for that service, or by the receipt and/or payment of bills regularly issued in his name regardless of the identity of the actual user of the service.
13. **Customer Charge.** The amount the customer must pay the Company for the availability of sewer service, excluding any amount of discharge, as specified in the Company's tariffs.
14. **Day.** Calendar day.
15. **Main Extension.** The mains and ancillary facilities relevant to providing service to additional customers via the extension of the collection system.
16. **Minimum Charge.** The amount the customer must pay for the availability of sewer service, including an amount of discharge, as specified in the Company's tariffs.
17. **Permanent Customer.** A customer who is a tenant or owner of a service location who applies for and receives sewer service.
18. **Permanent Service.** Service which, in the opinion of the Company, is of a permanent and established character. The use of sewer service may be continuous, intermittent, or seasonal in nature.
19. **Person.** Any individual, partnership, corporation, governmental agency, or other organization operating as a single entity.
20. **Point of Collection.** The point where pipes owned, leased, or under license by a customer connect to the Company's collection system.
21. **Premises.** All of the real property and apparatus employed in a single enterprise, or living unit, on an integral parcel of land undivided by public streets, alleys or railways.

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Fred L. Kriess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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Citizens Water Services Company  
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### Sewer Service

22. **Residential Subdivision Development:** Any tract of land which has been divided into four or more contiguous lots for use for the construction of residential buildings or permanent mobile homes for either single or multiple occupancy.
23. **Residential Use:** Service to customers discharging sewage for domestic purposes.
24. **Rules:** The regulations set forth in the tariffs which apply to the provision of sewer service.
25. **Service Area:** The territory in which the Company has been granted a certificate of convenience and necessity and is authorized by the Commission to provide sewer service.
26. **Service Establishment Charge:** The charge as specified in the Company's Schedule of Rates which covers the cost of establishing a new account.
27. **Service line:** A sewer line that transports sewage from a customer's point of collection to a common source (normally a collection main) of collection of the Company.
28. **Service Reconnect Charge:** A charge, as specified in the Company's tariffs, which must be paid by the customer prior to reconnection of sewer service, each time the sewer service is disconnected for non-payment or whenever service is discontinued for failure to comply with the Company's filed tariffs.

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Fred L. Kriess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

10262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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Citizens Water Services Company  
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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Sewer Service

#### RULE NO. 2 ESTABLISHMENT OF SERVICE

##### A. INFORMATION FROM NEW APPLICANTS

1. The Company may obtain the following minimum information prior to acceptance of an applicant as a customer:
  - a. Name or names of applicant(s).
  - b. Service address or location and telephone number.
  - c. Billing address or location and telephone number, if different than service address.
  - d. Address where service was provided previously.
  - e. Date applicant will be ready for service.
  - f. Indication of whether premises have been supplied with utility service previously.
  - g. Purpose for which service is to be used.
  - h. Indication of whether applicant is owner or tenant of or agent for the premises, and written proof of agency.
2. The Company may require a new applicant for service to appear at the Company's designated place of business to produce proof of identity and sign the Company's application form.
3. Where service is requested by two or more individuals the Company shall have the right to collect the full amount owed to the Company from any one of the applicants.

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Fred L. Kriess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No

Citizens Water Services Company  
of Arizona  
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(NAME OF CITY)

### Sewer Service

#### B. DEPOSITS

1. The Company may require a deposit from any new applicant for service.
2. The company shall issue a nonnegotiable receipt to the applicant for the deposit. The inability of the customer to produce such a receipt shall in no way impair his right to receive a refund of the deposit which is reflected on the Company's records.
3. Interest on deposits shall be calculated annually at an interest rate filed by the Company and approved by the Commission in a tax proceeding. In the absence of such, the interest rate shall be 6%.
4. Interest shall be computed and accrued to the customer's account on an annual basis.
5. Deposits plus accrued interest shall be refunded within thirty (30) days after discontinuance of service when the customer has paid all outstanding amounts due the Company.
6. A separate deposit may be required for each service installed.
7. The amount of a deposit required by the Company shall be determined according to the following terms:
  - a. Residential customer deposits shall not exceed two times the average residential class bill as evidenced by the Company's most recent annual report filed with the Commission.
  - b. Nonresidential customer deposits shall not exceed two and one-half times that customer's estimated maximum monthly bill.
  - c. The Company may review the customer's discharge after service has been established and adjust the deposit amount based upon the customer's actual discharge.

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Fred L. Kneiss, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Dol Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona  
(NAME OF COMPANY)

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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Sever Service

8. Deposits will automatically be refunded by the Company after twelve (12) consecutive months during which time the customer has not been delinquent more than three (3) times in a twelve (12) month period, or at the discretion of the Company at any time before service is discontinued. Upon final discontinuance of the use of the service and full settlement of all bills by the customer, any deposit, not previously refunded, with accrued interest, if any, in accordance with the provisions of this policy will be returned to the customer or at the Company's election, it may be applied to the payment of any unpaid accounts of the customer and the balance, if any, returned to the customer.
9. The Company may require a customer to establish or reestablish a deposit if the customer becomes delinquent in the payment of two (2) or more bills within a twelve (12) consecutive month period or has been disconnected for nonpayment during the last twelve (12) months.
10. Deposits shall not prevent the Company from terminating the agreement for service with a customer or suspending service for any failure in the performance of customer obligations under the agreement for service or any violation of the Company's Rules and Regulations.
11. Upon discontinuance of service, the deposit may be applied by the Company toward settlement of the customer's bill.

### C. GROUNDS FOR REFUSAL OF SERVICE

1. The Company may refuse to establish service if any of the following conditions exist:
  - a. The applicant has an outstanding amount due for the same class of utility service with the Company, and the applicant is unwilling to make arrangements with the Company for payment.
  - b. A condition exists or could occur which in the Company's judgment is unsafe or hazardous to the applicant, the general population, or the Company's personnel or facilities.

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Fred L. Kriess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.



Citizens Water Services Company  
of Arizona  
(NAME OF COMPANY)

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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Sewer Service

- c. Refusal by the applicant to provide the Company with a deposit.
- d. Customer is known to be in violation of the Company's tariffs filed with the Commission or of the Commission's Rules and Regulations.
- e. Failure of the customer to furnish such funds, service, equipment, and/or rights-of-way necessary to service the customer and which have been specified by the company as a condition for providing service.
- f. Applicant falsifies his or her identity for the purpose of obtaining service.

#### D. SERVICE ESTABLISHMENTS, REESTABLISHMENTS, OR RECONNECTION CHARGE

- 1. The Company may make a charge as periodically approved by the Commission for establishment, reestablishment, reconnection or disconnection of utility services.
- 2. Should service be established or disconnected during a period other than regular working hours at the customer's request or cause, the customer may be required to pay an after hours charge. Where the Company's scheduling will not permit the requested service on the same day requested, the customer can elect to pay the after hours charge for the service that day.
- 3. For the purpose of this rule, service establishments are where the customer's facilities are ready and acceptable to the Company and do not require construction on the part of the Company.

#### E. TEMPORARY SERVICE

- 1. Applicants for temporary service may be required to pay the Company, in advance of service establishment, the estimated cost of installing and removing the facilities necessary for furnishing sewer service.
- 2. Where the duration of service is to be less than one month, the applicant may also be required to advance a sum of money equal to an estimated bill for service.
- 3. Where the duration of service is to exceed one month, the applicant may also be required to meet the deposit requirements of the Company.

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MONTH DAY YEAR

ISSUED BY

Fred L. Kriess, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona  
(NAME OF COMPANY)

CANCELING

A.C.C.

SHEET NO. 13  
SHEET NO.

Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Sewer Service

4. If at any time during the term of the agreement for service the character of a temporary customer's operations changes so that in the opinion of the Company the customer is classified as permanent, the terms of the Company's main extension rules shall apply.

#### F. DOUBTFUL PERMANENCY

When in the company's opinion, the permanent nature of the customer's requirement for sewer service is doubtful, the customer shall be required to enter into an agreement with the Company and shall advance the entire cost of construction, including the mains and associated equipment. The agreement shall include provisions for refund upon proof of permanency to the satisfaction of the Company.

#### G. SERVICE LOCATION, INFORMATION

1. The Company reserves the right to determine the conditions under which extension will be made. Conditions for service and extending service to the customer will be based upon the following:
- a. All such installations shall be in accordance with the Company's specifications and located at an outdoor location accessible to the Company.
  - b. Individual customers may be required to have their property corner pins and/or markers installed.

#### H. IDENTIFICATION OF PREMISES

The premises to be served by the Company shall be clearly identified by the customer at the time of application. If the service address is not recognized in terms of a commonly used identification system, the customer may be required to provide specific written directions and/or legal descriptions before the Company shall be required to act upon a request for sewer service.

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Fred L. Kriess, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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Citizens Water Services Company  
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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Sewer Service

#### I. SERVICE CALLS OR ESTABLISHMENTS DURING REGULAR HOURS

A service charge shall be made to the customer based upon the time, materials and equipment used by the Company for the following:

1. Interruption caused by the customer's willful act or omission, negligence or failure of customer owned equipment, even though the Company is unable to perform any work beyond the point of delivery.
2. Reconnection of sewer service to any customer previously disconnected for nonpayment, unlawful use of service, misrepresentation to the Company, unsafe conditions, threats to Company personnel or property, failure to permit safe access, detrimental effects of customer demands on the Company system, failure to establish credit and/or sign an agreement for service, or any other reason authorizing the Company to make such disconnection.

#### J. SERVICE CALLS OR ESTABLISHMENTS AFTER REGULAR HOURS

A service charge, not to exceed the actual cost of the employee's time and the materials and equipment used by the Company, will be imposed for a service call after regular hours for the following:

1. Interruptions caused by the customer's willful act or omission, negligence or failure of customer owned equipment, even though the Company is unable to perform any work beyond the point of delivery. The Company shall make reasonable effort to advise the customer about the possibility of such charges before the service call starts.
2. Reconnection of sewer service to any customer previously disconnected for nonpayment, unlawful use of service, misrepresentation to the Company, unsafe conditions, threats to Company personnel or property, failure to permit safe access, detrimental effects of customer demands on the Company system, failure to establish credit and/or sign an agreement for service or any other reason authorizing the Company to make such disconnection. Such work will be performed only when requested and agreed to by the customer.

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MONTH DAY YEAR

MONTH DAY YEAR

ISSUED BY

Fred L. Kness, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No

Citizens Water Services Company  
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A.C.C.

SHEET NO.  
SHEET NO.

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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Sewer Service

#### RULE NO. 3 MINIMUM CUSTOMER INFORMATION REQUIREMENTS

##### A. INFORMATION FOR CUSTOMERS

1. The Company shall make available upon customer request not later than sixty (60) days from the date of request a concise summary of the rate schedule applied for by such customer. The summary shall include the following:
  - a. Monthly minimum or customer charge, identifying the amount of the charge and the specific amount of minimum discharge included in the minimum charge, where applicable.
  - b. Rate calculation, including where applicable, computations based upon seasonal or annual water usages.
  - c. Any adjustment factor(s) or tax impositions, and methods of calculation.
2. The Company shall, to the extent practical, identify the tariff most advantageous to the customer and notify the customer of such prior to service commencement.
3. In addition, the Company shall make available upon customer request not later than sixty (60) days from the date of request a copy of the Company's Rules and Regulations concerning:
  - a. Deposits
  - b. Termination of service
  - c. Billing and Collection
  - d. Complaint handling
4. The Company shall inform all new customers of their right to obtain the information specified above.

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Fred L. Kriess, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15282 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
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#### B. INFORMATION REQUIRED DUE TO CHANGES IN TARIFFS

1. The Company shall transmit to affected customers by the most economic means available a concise summary of any change in the Company's tariffs affecting those customers.
2. This information shall be transmitted to the affected customer within sixty (60) days of the effective date of the change.

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ISSUED BY

Fred L. Kriess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15252 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona  
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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Sewer Service

#### RULE NO. 4 SERVICE CONNECTIONS AND REESTABLISHMENTS

##### A. PRIORITY AND TIMING OF SERVICE ESTABLISHMENTS

1. After an applicant has complied with the Company's application and deposit requirements and has been accepted for service by the Company, the Company shall schedule that customer for service connection and/or establishment.
2. Service establishments shall be scheduled within five (5) working days of the date the customer has been accepted for service, except in those instances when the customer requests service establishments beyond the five (5) working day limitation.
3. When the Company has made such arrangements to meet with a customer for service establishment purposes and the company or the customer cannot make the appointment during the rearranged time, Company shall the service establishment to the satisfaction of both parties.
4. The Company shall schedule service establishment appointments within a maximum range of four (4) hours during normal working hours, unless another time frame is mutually acceptable to the Company and the customer.
5. Service establishments shall be made only by qualified Company service personnel or persons authorized by the Company.
6. For the purposes of this rule, establishment of service takes place only when the customer's facilities are ready and acceptable to the Company.

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MONTH DAY YEAR

ISSUED BY

Fred L. Kriess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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Citizens Water Services Company  
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#### B. SERVICE LINES

1. An applicant for service shall be responsible for the cost of installing all plumbing up to the applicant's property line. In addition, the applicant is responsible for the proper grade or leveling of the service line so that it conforms with the collection system of the Company.
2. An applicant for service shall pay to the Company a sum, equal to the actual cost of installation, for each service line, unless payment has already been made or part of a main extension agreement.
3. Funds collected for service connections shall be nonrefundable contributions in aid of construction, unless payment has been made as part of a line extension agreement.
4. Where the service line location on a customer's premises is changed at the request of the customer or due to alterations on the customer's premises, the customer shall provide and have installed at his expense in accordance with Company specifications, all piping necessary for relocating the service line and the Company may charge the actual cost of moving the service line.
5. The customer's piping must be installed in such a manner as to prevent cross-connection or backflow to the domestic water system.
6. The customer shall design and install all plumbing in accord with existing plumbing codes.
7. The Company shall retain the right to specify the location and size of any service connection.

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ISSUED BY

Fred L. Kriess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15263 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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### Sewer Service

#### C. CUSTOMER PROVIDED EQUIPMENT, SAFETY AND OPERATION

- 1 Each customer shall be responsible for maintaining all equipment and facilities used for Company services located on his side of the point of collection in safe operating condition.

#### D. EASEMENTS AND RIGHTS-OF-WAY

- 1 Each customer shall grant easements and rights-of-way satisfactory to the Company to ensure that customer's proper service connection. Failure on the part of the customer to grant adequate easements and rights-of-way shall be grounds for the Company to refuse service.
- 2 When the Company discovers that a customer or his agent is performing work or has constructed facilities adjacent to or within an easement or right-of-way and such work, construction or facility poses a hazard or is in violation of federal, state or local laws, ordinances, statutes, rules or regulations, or significantly interferes with the Company's access to equipment, the Company shall notify the customer or his agent and shall take whatever actions are necessary to eliminate the hazard, obstruction or violation at the customer's expense.
- 3 If it is necessary for the Company to excavate in an easement or right-of-way to extend or repair sewer facilities, the Company will not be responsible for the cost to replace or repair landscaping, fences, trees, shrubs, structures, etc. placed within the easement or right-of-way.
- 4 The Company shall at all times have the right of safe ingress and egress from the customer's premises at all reasonable hours for any purpose reasonably connected with the Company's property used in furnishing service.

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ISSUED BY

Fred L. Kriess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15263 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.



Citizens Water Services Company  
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Villages at Desert Hills, Maricopa County, Arizona  
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### Sanitary Service

#### RULE NO. 5 COLLECTION MAIN EXTENSION AGREEMENTS

##### A. EXTENSIONS OF MAINS AND SERVICES; ADVANCES IN AID OF CONSTRUCTION

1. The Company will supply services for temporary purposes, provided that the Company has capacity available in excess of the Company's regular needs, and provided the Company has available material and equipment necessary to supply said service. Each applicant for such service must pay in advance, to the Company, the Company's estimate of the cost of labor and materials, less salvage value on removal, for installing and removing such service.
2. An applicant for the extension of mains or services shall be required to pay the Company, as a refundable advance in aid of construction, before construction is commenced, the estimated reasonable cost of all mains, service pipe lines, fittings, other costs and reasonable overheads.
  - a. Upon request by a potential applicant for a collection main extension, the Company shall prepare, without charge, a preliminary sketch and rough estimates of the cost of installation to be paid by said applicant.
  - b. Any applicant for a collection main extension requesting the Company to prepare detailed plans, specifications, or cost estimates may be required to deposit with the Company an amount equal to the estimated cost of preparation. The Company shall, upon request, make available within forty-five (45) days after receipt of the deposit referred to above, such plans, specifications, or cost estimates of the proposed collection main extension. Where the applicant accepts the plans and the Company proceeds with construction of the extension, the deposit shall be credited to the cost of construction; otherwise the deposit shall be nonrefundable. If the extension is to include oversizing of facilities to be done at the Company's expense, appropriate details shall be set forth in the plans, specification and cost estimates.
  - c. In the event that additional facilities are required to provide or sustain service for the new service or services requested, and the cost of the additional facilities is disproportionate to anticipated revenues to be derived from future customers using these facilities, the estimated reasonable cost of such additional facilities may be included in refundable advances in aid of construction to be paid to the Company.

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MONTH DAY YEAR MONTH DAY YEAR

ISSUED BY \_\_\_\_\_ Vice President and General Manager  
NAME OF OFFICER TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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Citizens Water Services Company  
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- 3 Refunds of advances shall be made in accord with the following method: the Company shall each year pay to the party making an advance under a main extension agreement, or that party's assigns or other successors in interest where the Company has received notice and evidence of such assignment or succession, an amount equal to ten per centum (10%) of the total gross annual revenue, less any gross receipts or sales taxes and amounts payable to any municipalities or others for treatment and/or transmission of sewage, from each bonafide customer whose service is connected directly to main or extension lines covered by the main extension agreement. Refunds shall not be made for any period after the expiration of ten (10) years from the date of the advance. Refunds shall be made by the Company on or before the 31<sup>st</sup> day of August of each year, covering any refunds owing from sewage revenues received during the preceding July 1<sup>st</sup> to June 30<sup>th</sup> period. A balance remaining at the end of the ten-year period shall become non-refundable, and the balance not refunded shall be entered as a contribution in aid of construction in the accounts of the Company.
- 4 The aggregate refunds shall in no event exceed the total of the refundable advances in aid of construction. No interest shall be paid by the Company on any amounts advanced. The Company shall make no refunds from any revenue received from any lines, other than customer service lines, leading up to or taking off from the particular main or line extension covered by the agreement.
- 5 The Company may, upon approval by the Commission, terminate its obligation to refund a percentage of gross revenues from a line extension by accord and satisfaction of its obligations under the line extension agreement.
- 6 All agreements entered into shall be evidenced by a written agreement, and signed by the Company and the parties advancing the funds for advances in aid, or the duly authorized agents of each.
- 7 The size, design, type and quality of materials of the system, installed location in the ground, and the manner of installation, shall be specified by the Company, and shall accord with the requirements of the Commission or other public agencies having authority therein. The Company may install line extensions of any size meeting the requirements of the Commission or any other public agencies having authority over the construction and operation of the sewer system.
- 8 All facilities installed shall be the sole property of the Company, and parties making advances in aid of construction shall have no right, title or interest in any such facilities.

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MONTH DAY YEAR

EFFECTIVE

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ISSUED BY

Fred L. Kneiss, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15252 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
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- 9 The Company, upon written request, shall furnish to any party seeking to enter into a line extension agreement a schedule of the proposed reasonable contract price for such extension of mains, or other facilities. Such schedule shall show a breakdown of the contract prices of materials and costs of installation. Different sizes and types of pipes shall be separately stated. Other facilities shall be separately stated or listed as a percentage of total cost. All installations shall be made without provision or profit to the Company but shall include reasonable overheads.
- 10 The Company shall schedule within reason all new requests for line extension agreements, and for service under line extension agreements, promptly and in the order received.
- 11 If an applicant for service seeking to enter into a line extension agreement deems the contract price or the time of performance to be unreasonable, he may solicit bids from bonded contractors, provided that all bids shall be submitted by the bid date stipulated by the Company. If a lower bid is thus obtained, or if a bid is obtained at an equal price and with a more appropriate time of performance, and if such bid contemplates total conformity with the Company's requirements and specifications, the Company shall be required to meet the terms and conditions of the bid proffered, or to enter into a construction contract with the contractor proffering such bid.
- 12 In the case of disagreement or dispute regarding the application of this rule or any of its several provisions, or where the application of this rule works an injustice or undue hardship upon any party or anticipated party to any agreement hereunder, the party aggrieved may refer the matter to the Commission for hearing and decision in accord with the Rules and Practice and Procedure of the Commission.
- 13 No extensions of facilities shall be made by the Company, or installations made by any applicant, without first having received approval of plans and specifications of such extensions or installations from the Arizona Department of Environmental Quality or its designated agent. A copy of such written approval shall then be filed with the Utilities Division of the Arizona Corporation Commission.

#### B. WRITTEN AGREEMENT REQUIREMENTS

1. Each collection main extension agreement shall, at a minimum, include the following information:
  - a. Name and address of applicant(s).

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Fred L. Kniess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



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- b. Proposed service address or location.
- c. Description of requested service.
- d. Description and sketch of the requested main extension.
- e. Itemized cost estimate to include materials, labor, and other costs as necessary.
- f. Payment terms.
- g. A clear and concise explanation of any refunding provisions, if applicable.
- h. Company's estimated start date and completion date for construction of the collection main extension.

2. Each applicant shall be provided with a copy of the written collection main extension agreement.

### C. FINAL COST

- 1. In the event the actual cost is less than the estimated cost, the Company will refund the excess to the customer within 30 days after completion of the provision of the service or after the Company's receipt of invoices, timesheets or other related documents, whichever is later.
- 2. In the event the actual cost is more than the estimated cost, the Company will bill the customer for the amount due within 30 days after completion of the provision of the service or after the Company's receipt of invoices, timesheets or other related documents, whichever is later. However, if the actual cost is more than five percent (5%) greater than the total amount paid, the applicant will only be required to pay five percent (5%) more than the total amount paid, unless the Company can demonstrate that the increased costs were beyond its control and could not be foreseen at the time the estimate for the total amount paid was made. The amount so billed will be due and payable 30 days after the invoice date.

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MONTH DAY YEAR

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ISSUED BY

Fred L. Kneiss, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
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Villages at Desert Hills, Maricopa County, Arizona  
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### Sewer Service

#### RULE NO. 6 PROVISION OF SERVICE

##### A. COMPANY RESPONSIBILITY

1. The Company shall be responsible for the safe conduct and handling of the sewage from the customer's point of collection. The "customer's point of collection" is defined as the tap or connection of the service line to the sewer main or, if the tap is outside of the customer's property, the property line.
2. The Company may, at its option, refuse service until the customer has obtained all required permits and/or inspections indicating that the customer's facilities comply with local construction and safety standards.
3. The Company will repair all leaks and remove all stoppages in the main. The property owner is responsible for all leaks and stoppages in the service line and same shall be repaired by him, and if such are not repaired within a reasonable time, the owner will be in violation of these rules and regulations and subject to the penalties thereby imposed, including discontinuance of service. For the case where a portion of the service line is outside the boundary of a parcel of private property, the property owner shall be responsible for all stoppages and the Company shall be responsible for any structural defects or failures (including penetration of tree roots) for that portion of the service line outside private property. In all cases when a problem arises with the service line within the boundaries of the private property, the property owner is solely responsible.

##### B. CUSTOMER RESPONSIBILITY

1. Each customer shall be responsible for maintaining all facilities on the customer's premises in safe operating condition and in accordance with the rules of the Arizona Department of Environmental Quality and local Department of Health and the prescribed specifications of the Company.
2. Each customer shall be responsible for safeguarding all Company property installed in or on the customer's premises for the purpose of supplying sewer service to that customer.

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MONTH DAY YEAR

ISSUED BY

Fred L. Gross, Jr.

Vice President and General Manager

(NAME OF OFFICER)

(TITLE)

15262 North Del Webb Boulevard, Sun City, Arizona 85351

(ADDRESS OF OFFICER)



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(NAME OF CITY)

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3. Each customer shall exercise all reasonable care to prevent loss or damage to Company property, excluding ordinary wear and tear. The customer shall be responsible for loss of or damage to Company property on the customer's premises arising from neglect, carelessness, or misuse and shall reimburse the Company for the cost of necessary repairs and replacements.
4. The customer shall be responsible for notifying the Company of any failure identified in the Company's equipment.
5. The customer agrees, when accepting service, that no one except Company employees or persons authorized by the Company shall be allowed to remove or replace any Company owned equipment installed on customer property.
6. No person, except an employee or person acting on behalf of the Company shall alter, remove or make any connection to the Company's facilities.
7. The customer will be held liable for any loss or damage occasioned or caused by the customer's negligence, want of proper care or wrongful act or omission on the part of any customer agents, employees, licensees, or contractors.

#### C. WATERS AND WASTES PROHIBITED TO BE DISCHARGED

1. All customer classifications shall be required to comply with the prohibitions of discharge of certain waters and wastes to the sewer system as contained herein as RULE NO. 6. Non-compliance with these discharge prohibitions shall mean that the customer is in violation of these rules and regulations and subject to the penalties thereby imposed, including discontinuance of service.
2. Certain commercial and industrial customers may be subject to more extensive rules and regulations on the types, quantities and characteristics of waters and wastes to be discharged to the sewer system. These rules are contained in Rule No. 10 - "USE OF SANITARY SEWERS BY INDUSTRIAL DISCHARGERS." Significant Industrial Users, users subject to Federal Categorical Pre-Treatment Standards and other users which the Company deems to be regulated by more extensive discharge regulations shall enter into a special "Industrial Discharge Service Agreement" as detailed in Rule No. 10 and shall comply with all the conditions, rules and regulations contained in Rule No. 10.

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MONTH DAY YEAR MONTH DAY YEAR

ISSUED BY Fred L. Kriess, Jr. Vice President and General Manager  
NAME OF OFFICER TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



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of Arizona

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3. Neither the customer, applicant, owner, nor any occupant of the premises shall discharge or cause to be discharged into the service line or into the main any of the following described waters or wastes:
- (a) any storm water, surface water, roof run-off, surface drainage, footing or basement drainage, cooling water or unapproved industrial process water;
  - (b) any liquid or vapor having a temperature higher than 150 degrees F;
  - (c) any water or waste which may contain more than one hundred (100) parts per million by weight of fat, oil or grease;
  - (d) any gasoline, naphtha, fuel oil or other flammable or explosive liquid, solid or gas;
  - (e) any garbage that has not been properly shredded through a disposal unit or other shredding device;
  - (f) any ashes, cinders, sand, mud, straw, shavings, metal, glass, tar, wood or any other solid or viscous substance capable of causing obstruction to the sewers, mains or outlets or the proper operation of said sewer system;
  - (g) any water or waste having a toxic or poisonous substance in sufficient quantity so as to constitute a hazard to humans or animals;
  - (h) any noxious or malodorous gas or substance capable of creating a public nuisance;
  - (i) any water or waste containing more than five hundred (500) parts per million by weight of suspended solids as measured in any one grab type sample. The term "suspended solids" as used in this subparagraph shall mean solids that either float on the surface of, or are in suspension in, water, sewage or other liquids and which are removable by laboratory filtering;
  - (j) any water or waste having a "pH" less than 5.0 units or greater than 10.5 units or having any other corrosive property capable of causing damage or hazard to personnel or structures, pipes and equipment of the sewer system. The term "pH" as used in this subparagraph shall mean the logarithm of the reciprocal of the concentration, by weight, of hydrogen ions expressed in grams per liter of solution.

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MONTH DAY YEAR

ISSUED BY

Fred L. Kimes, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

11287 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
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- (k) any water or waste with pollutant concentrations in excess of the following instantaneous maximum effluent limitations as measured in any one grab type sample (expressed in the total form unless otherwise stated). PG/L = Micrograms per Liter, mg/l - Milligrams per Liter).

PARAMETER	EFFLUENT LIMITATION (INSTANTANEOUS MAXIMUM)
Benzene	130 MG/L
Chloroform	420 MG/L
Cyanide (ammoniate to chlorination)	200 MG/L
Methylene Chloride	4 200 MG/L
Sulfides	0 5 MG/L
Tetrachloroethylene	530 MG/L
Trichloroethylene	700 MG/L

1. Any of the following prohibited substances:

- (a) BHC - Alpha
- (b) BHC - Beta
- (c) BHC - Gamma (Lindane)
- (d) Chrysene
- (e) Heptachlor
- (f) Heptachlor Epoxide
- (g) Phenanthrene
- (h) Polychlorinated Biphenyl Compounds

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Fred L. Kriess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No



Citizens Water Services Company  
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#### D. CONTINUITY OF SERVICE:

1. The Company shall make reasonable efforts to supply a satisfactory and continuous level of service. However, the Company shall not be responsible for any damage or claim of damage attributable to any interruption or discontinuance of service resulting from:
  - a. Any cause against which the Company could not have reasonably foreseen or made provisions for, (e.g., force majeure).
  - b. Intentional service interruptions to make repairs or perform maintenance.
  - c. Curtailment approved by order of the Commission.

#### E. SERVICE INTERRUPTIONS

1. The Company shall make reasonable efforts to reestablish service within the shortest possible time when service interruptions occur.
2. The Company shall make reasonable provisions to address emergencies resulting from failure of service, and shall issue instructions to its employees covering procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of service.
3. In the event of a national emergency or local disaster resulting in disruption of normal service the Company may, in the public interest, interrupt service to other customers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored.
4. When the Company plans to interrupt service for more than four (4) hours to perform necessary repairs or maintenance, the Company shall attempt to inform affected customers, at least 24 hours in advance, of the scheduled date and estimated duration of the service interruption. Such repairs shall be completed in the shortest time to minimize the inconvenience to the customers of the Company.
5. The Commission shall be notified of interruptions in service affecting the entire system or any major division thereof. The interruption of service and cause shall be reported within four (4) hours after the responsible representative of the Company becomes aware of said interruption, by telephone to the Commission, and followed by a written report to the Commission.

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ISSUED BY

Fred L. Krieger, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Dia Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona  
(NAME OF COMPANY)

CANCELING

A.C.C.

SHEET NO. 29  
SHEET NO.

Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Sewer Service

#### F. CONSTRUCTION STANDARDS

1. The design, construction and operation of all sewer plants and collection systems shall conform to the requirements of the Arizona Department of Environmental Quality, any local Department of Health authority or any successor agencies, any other governmental agency having jurisdiction thereof, and the Company. Phase construction is acceptable.
2. The Company shall retain the right to specify the type, size and features of the constructed facilities in order to insure high standards of service and to facilitate efficiencies in operation. The Company shall have authority to specify unique manufacturers, models or features (including sole source supplies) to insure system standardization and operational efficiency. Life cycle cost analyses, including capital versus operational costs, shall be used in the process of determining the type, size and features of facilities to be constructed.

#### G. ELECTION OF RATE SCHEDULES

1. The Company shall use its best efforts to select the most favorable rate for which the customer is eligible based on available data at the time of application for service. The Company shall use its best efforts for notifying the customer of the most favorable rate schedule if the class has changed after initial application, and shall not be required to refund the difference in charge under different rate schedules. Upon written application of any material changes in the customer installation, the Company will assist in determining if a change in rate schedule is desirable.

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ISSUED BY Fred L. Kness Jr. Vice President and General Manager  
NAME OF OFFICER TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



Decision No.

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of Arizona  
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(NAME OF CITY)

### Sewer Service

#### RULE NO. 7 BILLING AND COLLECTION

##### A. FREQUENCY

1. The Company shall bill monthly for services rendered, unless otherwise approved by the Commission.

##### B. MINIMUM BILLING INFORMATION

1. Each bill for residential service will contain the following minimum information:
  - a. Billing period
  - b. Billed discharge, where applicable
  - c. Company telephone number
  - d. Customer's name
  - e. Service account number
  - f. Amount due and terms of payment
  - g. Past due amount, where appropriate
  - h. Adjustment factor, where applicable
  - i. Privilege, sales or use tax, or any regulatory assessment applicable
  - j. Other approved tariff charges

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ISSUED BY Fred L. Klass, Jr. Vice President and General Manager  
NAME OF OFFICER TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



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#### C. BILLING TERMS

- 1 All bills for Company services are due and payable when rendered. All bills not paid within fifteen (15) days shall be considered delinquent.
- 2 For purposes of this rule, the date a bill is rendered may be evidenced by:
  - a The postmark date
  - b The mailing date
- 3 All delinquent bills shall be subject to the provisions of the Company's termination procedures.
- 4 All payments shall be made at or mailed to the office of the Company.

#### D. APPLICABLE TARIFFS, PREPAYMENT, FAILURE TO RECEIVE, COMMENCEMENT DATE, TAXES

- 1 Each customer shall be billed under the applicable tariff indicated in the customer's application for service.
- 2 The Company shall make provisions for advance payment for sewer services.
- 3 Failure to receive bills or notices which have been properly placed in the United States mail shall not prevent such bills from becoming delinquent nor relieve the customer of his obligations therein.

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NAME OF OFFICER TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona  
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- 4 Charges for service commence when the service is installed and connection made, whether used or not.
- 5 In addition to the collection of regular rates, each Company may collect from its customers a proportionate share of any privilege, sales or use tax, or other imposts based on the gross revenues received by the Company.

#### E. INSUFFICIENT FUNDS (NSF) CHECKS

- 1 The Company shall be allowed to recover a fee, as approved by the Commission, for each instance where a customer tenders payment for Company service with an insufficient funds check and require a security deposit equal to that prescribed in Section B, provision 7 of Rule No. 2.
- 2 When the Company is notified by the customer's bank that there are insufficient funds to cover the check tendered for utility service, the Company may require the customer to make payment in cash, money order, certified check, or other means which guarantee the customer's payment to the Company.
- 3 A customer who tenders an insufficient funds check shall in no way be relieved of the obligation to render payment to the Company under the original terms of the bill nor defer the Company's provision for termination of service for nonpayment of bills.
- 4 No personal checks will be accepted if two (2) NSF checks have been received by the Company within a twelve-month period in payment of any billing.

#### F. DEFERRED PAYMENT PLAN

- 1 The Company may, prior to termination, offer to qualifying residential customers a deferred payment plan for the customer to retire unpaid bills for service.

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ISSUED BY \_\_\_\_\_  
NAME OF OFFICER TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

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- 2 Each deferred payment agreement, entered into in writing by the customer and the Company, due to the customer's inability to pay an outstanding bill in full shall provide that service will not be discontinued if:
  - a Customer agrees to pay a reasonable amount of the outstanding bills at the time the parties enter into the deferred payment plan.
  - b Customer agrees to pay all future bills for service in accordance with the billing and collection tariffs of the Company.
  - c Customer agrees to pay a reasonable portion of the remaining outstanding balance in installments over a period not to exceed six (6) months.
- 3 For the purpose of determining a reasonable installment payment schedule under these rules, the Company and the customer shall give consideration to the following conditions:
  - a Size of the delinquent account
  - b Customer's ability to pay.
  - c Customer's payment history
  - d Length of time that the debt has been outstanding.
  - e Circumstances which resulted in the debt being outstanding
  - f Any other relevant factors related to the circumstances of the customer
- 4 Any customer who desires to enter into a deferred payment agreement shall establish such agreement prior to the Company's scheduled termination date for nonpayment of bills. Customers failure to execute a deferred payment agreement prior to the scheduled termination date shall not prevent the Company from terminating service for nonpayment.

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MONTH DAY YEAR

ISSUED BY

Fred L. Knoss, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No

Citizens Water Services Company  
of Arizona

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(NAME OF CITY)

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5. Deferred payment agreements shall be in writing and signed by the customer and an authorized Company representative.
6. A deferred payment agreement may include a finance charge as approved by the Commission in a tariff proceeding.
7. If a customer has not fulfilled the terms of a deferred payment agreement, the Company shall have the right to disconnect service pursuant to the Company's termination of service rules and, under such circumstances, it shall not be required to offer subsequent negotiation of a deferred payment agreement prior to termination.

#### G. LATE PAYMENT PENALTY

1. The Company may include in its tariffs a late payment penalty which may be applied to delinquent bills.
2. The amount of the late payment penalty shall be indicated upon the customer's bill when rendered by the Company.
3. In the absence of an approved tariff, the amount of the late payment penalty shall not exceed 1 1/2% per month of the delinquent bill, applied on a monthly basis.

#### H. CHANGE OF OCCUPANCY

1. Not less than three (3) working days advance notice must be given in person, in writing, or by telephone at the Company office to discontinue service or to change occupancy.
2. The outgoing party shall be responsible for all utility services provided and/or consumed up to, and including the scheduled turn off date.

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MONTH DAY YEAR

ISSUED BY

Fred L. Kriess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No

Citizens Water Services Company  
of Arizona  
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#### RULE NO. 8 TERMINATION OF SERVICE

##### A. NONPERMISSIBLE REASONS TO DISCONNECT SERVICE

1. The Company may not disconnect service for any of the reasons stated below
  - a. Delinquency in payment for services rendered to a prior customer at the premises where services is being provided, except in the instance where the prior customer continues to reside on the premises.
  - b. Failure of the customer to pay for services or equipment which are not regulated by the Commission.
  - c. Nonpayment of a bill related to another class of sewer service.
  - d. Failure to pay for a bill to correct a previous underbilling due to a billing error if the customer and Company agree in writing to payment terms over a reasonable period of time.
  - e. Disputed bills where the customer has complied with the Commissions rules and regulations.

##### B. TERMINATION OF SERVICE WITHOUT NOTICE

1. Utility service may be disconnected without advance written notice under the following conditions
  - a. The existence of an obvious hazard to the safety or health of the consumer, the general population, Company personnel, or property.
  - b. The Company has evidence of fraud.
  - c. Unauthorized use of utility services.

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ISSUED BY

Fred L. Klass, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



Decision No



Citizens Water Services Company  
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2. The Company shall not be required to restore service until the conditions which resulted in the termination have been corrected to the satisfaction of the Company.
3. The Company shall maintain a record of all termination's of service without notice. This record shall be maintained for a minimum of one (1) year and shall be available for inspection by the Commission.

### C. TERMINATION OF SERVICE WITH NOTICE

1. The Company may disconnect service to any customer for any reason stated below provided the Company has met the notice requirements established by the Commission:
  - a. Customer violation of any of the Company's tariffs filed with the Commission and/or violation of the Commission's rules and regulations.
  - b. Failure of the customer to pay a delinquent bill for utility service.
  - c. Failure to meet or maintain the Company's credit and deposit requirements.
  - d. Failure of the customer to provide the Company reasonable access to its equipment and property.
  - e. Customer breach of a written contract for service between the Company and customer.
  - f. When necessary for the Company to comply with an order of any governmental agency having such jurisdiction.
  - g. The Company may terminate water service to effect sewer service termination when it provides both services to the same customer upon the same premises.
2. The Company shall maintain a record of all termination of service with notice. This record shall be maintained for one (1) year and be available for Commission inspection.

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ISSUED BY

Fred L. Kness, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
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#### D. TERMINATION NOTICE REQUIREMENTS

- 1 The Company shall not terminate service to any of its customers without providing advance written notice to the customer of the Company's intent to disconnect service, except under those conditions specified where advance written notice is not required
- 2 Such advance written notice shall contain, at a minimum, the following information:
  - a The name of the person whose service is to be terminated and the address where service is being rendered
  - b The Commission rule or regulation that was violated and explanation thereof or the amount of the bill which the customer has failed to pay in accordance with the payment policy of the Company if applicable
  - c The date on or after which service may be terminated
  - d A statement advising the customer that the Company's stated reason for the termination of service may be disputed by contacting the Company at a specific address or phone number, advising the Company of the dispute and making arrangements to discuss the cause for termination with a responsible employee of the Company in advance of the scheduled date of termination. The responsible employee shall be empowered to resolve the dispute and the Company shall retain the option to terminate service after affording this opportunity for a meeting and concluding that the reason for termination is just and advising the customer of his right to file a complaint with the Commission.

#### E. TIMING OF TERMINATION WITH NOTICE

- 1 The Company shall be required to give at least ten (10) days' advance written notice prior to the termination date
- 2 Such notice shall be considered to be given to the customer when a copy thereof is left with the customer or posted first class in the United States mail, addressed to the customer's last known address

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MONTH DAY YEAR MONTH DAY YEAR

ISSUED BY Fred L. Kriess, Jr. Vice President and General Manager  
NAME OF OFFICER TITLE

15262 North DeW Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona

(NAME OF COMPANY)

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3. If after the period of time allowed by the notice has elapsed and the delinquent account has not been paid nor arrangements made with the Company for the payment thereof or in the case of a violation of the Company's rules the customer has not satisfied the Company that such violation has ceased, the Company may then terminate service on or after the day specified in the notice without giving further notice.
4. Service may only be disconnected in conjunction with a personal visit to the premises by an authorized representative of the Company.
5. The Company shall have the right (but not the obligation) to remove any or all of its property installed on the customer's premises upon the termination of service.

### F. LANDLORD/TENANT RULE

1. In situations where service is rendered at an address different from the mailing address of the bill or where the Company knows that a landlord/tenant relationship exists and that the landlord is the customer of the Company, and where the landlord as customer would otherwise be subject to disconnection of service, the Company may not disconnect service until the following actions have been taken:
  - a. Where it is feasible to so provide service, the Company, after providing notice as required in these rules, shall offer the occupant the opportunity to subscribe for service in his or her own name. If the occupant then declines to so subscribe, the Company may disconnect service pursuant to the rules.
  - b. The Company shall not attempt to recover from a tenant or condition service to tenant upon the payment of any outstanding bills or other charges due upon the outstanding account of the landlord.

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MONTH DAY YEAR

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ISSUED BY

Fred L. Kiens, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No

Citizens Water Services Company  
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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Sewer Service

#### RULE NO. 9 ADMINISTRATIVE AND HEARING REQUIREMENTS

##### A. CUSTOMER SERVICE COMPLAINTS

1. The Company shall make a full and prompt investigation of all service complaints made by its customers, either directly or through the Commission.
2. The Company shall respond to the complainant and/or the Commission representative within five (5) working days as to the status of the Company investigation of the complaint.
3. The Company shall notify the complainant and/or the Commission representative of the final disposition of each complaint. Upon request of the complainant or the Commission representative, the Company shall report the findings of its investigation in writing.
4. The Company shall inform the customer of his right of appeal to the Commission should the results of the Company's investigation prove unsatisfactory to the customer.
5. The Company shall keep a record of all written service complaints received which shall contain, at a minimum the following data:
  - a. Name and address of complainant
  - b. Date and nature of the complaint
  - c. Disposition of the complaint
  - d. A copy of any correspondence between the Company, the customer, and/or the Commission.

This record shall be maintained for a minimum period of one (1) year and shall be available for inspection by the Commission.

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MONTH DAY YEAR MONTH DAY YEAR

ISSUED BY Fred L. Kress, Jr. Vice President and General Manager  
NAME OF OFFICER TITLE

15252 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona  
(NAME OF COMPANY)

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## Sewer Service

### RULE NO. 10

#### USE OF SANITARY SEWERS BY INDUSTRIAL DISCHARGERS

##### A. PURPOSE AND POLICY

This Rule sets forth uniform requirements for industrial discharges into the sanitary sewer system, and also establishes a separate industrial discharge service agreement requirement for industrial users. Implementation of an industrial user pretreatment program is consistent with the Federal Water Pollution Control Act as amended by the Clean Water Act of 1977 (Public Law 95-217) and the general pretreatment regulations contained in Title 40 of the Code of Federal Regulations, Part 403. This program is implemented by Sun City Sewer Company and Citizens Water Services Company of Arizona in order to promote consistent application of pretreatment requirements among their customers, and pursuant to Sun City Sewer Company's agreements with the publicly owned treatment works that receive and treat wastewater collected by it.

##### B. DEFINITIONS

The following words when used in this Rule shall have the following meanings:

**Approved Laboratory Procedures** - The test procedures for the analysis of Pollutants as prescribed in 40 CFR Part 136, and amendments thereto that are performed by an environmental laboratory licensed by the state pursuant to A.R.S. Section 36-395. Alternative or additional validated analytical methods may be approved by the Company consistent with the requirements of applicable federal regulations.

**BOD (biochemical oxygen demand)** - The quantity of oxygen utilized in the biochemical oxidation of organic matter under standard laboratory conditions for five (5) days at a temperature of twenty (20) degrees centigrade, expressed in milligrams per liter.

**Bypass** - The intentional diversion of wastes from any portion of a treatment facility.

**Categorical Standards** - Those pretreatment standards specifying quantities or concentrations of Pollutants or Pollutant properties which may be discharged to a POTW by Industrial Users in specific industrial categories and which are published in 40 CFR Chapter I, Subchapter N (parts 405-471).

**CFR** - Code of Federal Regulations.

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ISSUED BY \_\_\_\_\_  
NAME OF OFFICER TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona  
(NAME OF COMPANY)

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(NAME OF CITY)

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COD (chemical oxygen demand) - The quantity of oxygen consumed from a chemical oxidation of inorganic and organic matter present in the water or wastewater, expressed in milligrams per liter

Cooling Water - The wastewater discharged from any heat transfer system such as condensation, air conditioning, cooling or refrigeration.

Company - Citizens Water Services Company of Arizona

Composite Sample - A combination of individual samples obtained at regular intervals over a specified time period no longer than twenty-four hours. The volume of each individual sample shall be either proportional to the flow rate during the sample period (flow composite) or constant and collected at equal time intervals during the sample period (time composite) as set forth in the Industrial Discharge Service Agreement.

Composite Sample Quality - The concentration of some parameter tested in a composite sample

Daily Average Effluent Limitation - The maximum allowable concentration of a Pollutant in the Discharge as measured in a Representative Sample during a sampling day.

Discharge - The addition of any Sewage, Pollutant(s), water or any liquid from any sewer user into the Sewage Collection System

Domestic User - Any user who discharges only Domestic Wastewater.

Domestic Wastewater - Any water-borne wastes, derived from the ordinary living processes in a residential dwelling unit, of such character as to permit satisfactory disposal, without special treatment, by conventional POTW processes.

Facility - Any establishment or plant producing liquid waste, with or without suspended solids, required to be discharged into the Sewage Collection System

Free Access - The ability of Company personnel to enter a User's Facility under safe and non-hazardous conditions with a minimum of delay to inspect any and all parts of the User's Facility

Garbage - Solid wastes from the preparation, cooking, and dispensing of food and from the handling, storage, and sale of products.

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ISSUED BY

Fred L. Kloss, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15282 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona  
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Grab Sample - An individual sample collected in less than fifteen (15) minutes without regard for flow or time of day

Grab Sample Quality - The concentration of some parameter tested in a Grab Sample

Industrial Discharge - Any introduction into the Sewage Collection System of a non-domestic Pollutant which

- (a) Is produced by a source which would be subject to any Categorical Standards or Pretreatment Requirements if such source were to be discharged to the POTW, or
- (b) Contains any substance or Pollutant for which a discharge limitation or prohibition has been established by any Categorical Standard or Pretreatment Requirement

Industrial Discharge Service Agreement - The separate agreement required by this Rule between the Company and an individual Industrial User specifying the terms and conditions under which the Industrial User may discharge Industrial Wastes into the Sewage Collection System

Industrial User - This term includes:

- (a) A source of Industrial Discharge,
- (b) Any nonresidential user of the Sewage Collection System which discharges more than the equivalent strength of 25,000 gallons per day of domestic wastes,
- (c) Any Significant Industrial User,
- (d) A person who has control over the disposal of a waste as described in (a), (b) or (c) above, or
- (e) A person who has the right of possession and control over any property which produces a waste as described in (a), (b), (c) or (d) above.

Industrial Waste - Any liquid, free-flowing waste resulting from any industrial or manufacturing process or from the development, recovery or processing of natural resources, with or without suspended solids, excluding Non-contact Cooling Water or other uncontaminated water.

Instantaneous Maximum Effluent Limitation - The maximum allowable concentration of a Pollutant in the Discharge at any time as measured in a Grab Sample. In determining compliance, company samples shall not be combined with non-company samples

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MONTH DAY YEAR

ISSUED BY

Fred L. Kness, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona

(NAME OF COMPANY)

CANCELING

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**Interference** - A Discharge which, alone or in conjunction with a Discharge or Discharges from other sources both:

- (a) Inhibits or disrupts the POTW, its treatment processes, or operations, or its sludge processes, use or disposal; and
- (b) Therefore is a cause of a violation of any requirement of any environmentally related permit issued by a governmental entity to the Company or Citizens Water Resources Company of Arizona (including an increase in the magnitude or duration of a violation) or of the prevention of sewage sludge use or disposal in compliance with the following statutory provisions and regulations or permits issued thereunder (or more stringent state or local regulations): Section 405 of the Clean Water Act; the Solid Waste Disposal Act (SWDA) (including Title II, more commonly referred to as the Resource Conservation and Recovery Act (RCRA), and including state regulations contained in any state sludge management plan prepared pursuant to Subtitle D of the SWDA); the Clean Air Act; the Toxic Substances Control Act; and the Marine Protection, Research and Sanctuaries Act.

**National Pretreatment Standard** - Any regulation containing pollutant discharge limits promulgated by the United States Environmental Protection Agency in accordance with Section 307(b) and (c) of the Clean Water Act (33 U.S.C. Section 1317(b) and (c)) which applies to industrial users. This term includes prohibitive discharge limits established pursuant to 40 CFR 403.5.

**Non-contact Cooling Water** - Cooling Water that does not come into direct contact with any raw material, intermediate product, waste product or finished product.

**NPDES Permit** - A national pollutant discharge elimination system permit, issued by the EPA or authorized delegate, which imposes federal standards governing the quality of the treated effluent discharged from the POTW.

**Oil and Grease** - The measure of oil and grease content of a sample as determined by EPA Method 413.1, Or other equivalent test method approved by the company.

**Oil and Grease (TPH)** - The measure of petroleum and mineral oil content of a sample as determined by EPA method 418.1, Or other equivalent test method approved by the company.

**Pass Through** - A Discharge which exits the POTW into waters of the United States in quantities or concentrations which, alone or in conjunction with a Discharge or Discharges from other sources, is a cause of a violation of any requirement of the POTW NPDES Permit (including an increase in the magnitude or duration of a violation) or which causes or contributes to a violation of an applicable numeric or narrative water quality standard.

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ISSUED BY

Fred L. Kniess, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15202 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.



Citizens Water Services Company  
of Arizona  
(NAME OF COMPANY)

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Villages at Desert Hills, Maricopa County, Arizona  
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### Sewer Service

**Person** - Any individual, partnership, co-partnership, firm, company, corporation, association, joint stock company, trust, state, municipality, Indian tribe, political subdivision of the state or federal governmental agency or any other legal entity, including their legal representatives, agents or assigns.

**pH** - The logarithm of the reciprocal of the concentration of hydrogen ions in grams per liter of solution.

**Pollutant** - Any dredged spoil, solid waste, incinerator residue, sewage sludge, munitions, chemical wastes, biological materials, radioactive materials, heat, wrecked or discharged equipment, rock, sand, cellar dirt, or industrial, municipal or agricultural wastes.

**Pretreatment** - The physical, chemical, biological or other treatment of any Industrial Wastes prior to Discharge to the POTW, for the purpose of:

- (a) Reducing the amount or concentration of any Pollutant;
- (b) Eliminating the Discharge of any Pollutant; or
- (c) Altering the nature of any Pollutant characteristic to a less harmful state.

**Pretreatment Requirements** - All of the duties or responsibilities imposed upon Industrial Users by this Rule.

**POTW (Publicly Owned Treatment Works)** - The treatment works, including connecting sewer collection system not owned and/or operated by the Company, which has agreed to provide the Company with Wastewater collection, treatment and disposal services. For purposes of this rule, POTW includes the Citizens Water Resources Company of Arizona treatment plant and collection system.

**Property Shredded Garbage** - Garbage that has been shredded to such a degree that all particles will be carried freely under the flow conditions normally prevailing in public sewers, with no particle greater than one-fourth of an inch in any dimension.

**Representative Sample** - A Composite Sample obtained by flow-proportional sampling techniques where feasible. Where flow-proportional sampling is infeasible, the Company may allow or conduct composite sampling by time-proportional techniques or by averaging one or more Grab Samples. "Representative Sample" does not include a composite sample comprised of both company and non-company samples.

**Sewage** - A combination of water-carried wastes from residences, business buildings, institutions, and industrial establishments, together with such ground, surface, and storm waters as may be incidentally present.

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Fred L. Kneiss, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15562 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona  
(NAME OF COMPANY)

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(NAME OF CITY)

### Sewer Service

**Sewage Collection System** - All the pipes and conveyances owned and/or controlled by the Company that collect and/or transport sewage for disposal to the POTW or the Company's treatment works.

**Sewage Works** - All facilities for collecting, pumping, treating, and disposing of Sewage, including the Sewage Collection System and the POTW, as defined herein.

**Significant Industrial User** - This term includes:

- (a) Users having Discharges subject to Categorical Standards; and
- (b) Any other User that:
  - (1) discharges an average of twenty-five thousand (25,000) gallons per day or more of Industrial Waste to the Sewage Collection System;
  - (2) contributes Industrial Waste which makes up five percent (5%) or more of the average dry weather hydraulic or organic capacity of the POTW treatment plant(s); or
  - (3) regardless of customer classification, is designated by the Company on the basis that it has a reasonable potential for adversely affecting the POTW's operation or for violating any Pretreatment Requirement.

**Significant Noncompliance** - An Industrial User is in a state of Significant Noncompliance when violations meet one or more of the following criteria:

- (a) Chronic violation of the discharge limits established by this Rule, defined here as those in which sixty-six percent or more of all of the measurements taken during a six-month period exceed (by any magnitude) the Daily Average Effluent Limitation set forth in this Rule for the same pollutant;
- (b) Technical review criteria (TRC) violations, defined here as those in which thirty-three percent or more of all of the measurements for each Pollutant taken during a six-month period equal or exceed the product of the Daily Average Effluent Limitation set forth in this Rule multiplied by the applicable TRC (TRC= 1.4 for BOD, TSS, fats, oil and grease, and 1.2 for all other pollutants except pH);
- (c) Any other violation of a Pretreatment Requirement that the Company determines has caused, alone or in combination with other Discharges, Interference, Pass Through, or endangerment to the health of Sewage Works personnel or general public);
- (d) Any Discharge of a Pollutant that has caused imminent endangerment to human health, welfare or to the environment or has resulted in the POTW's exercise of its emergency authority to halt or prevent such a Discharge.

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ISSUED BY Fred L. Kriess, Jr. Vice President and General Manager  
NAME OF OFFICER TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona

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- (e) Failure to meet, within 90 days after the schedule date, a compliance schedule milestone contained in a permit or enforcement order for starting construction, completing construction, or attaining final compliance;
- (f) Failure to provide, within 30 days after the due date, required reports such as baseline monitoring reports, 90-day compliance reports, periodic self-monitoring reports, and reports on compliance with compliance schedules;
- (g) Failure to accurately report noncompliance; or
- (h) Any other violation or group of violations which the Company determines will adversely affect the operation or implementation of the local pretreatment program.

**Slug Discharge** - Any discharge of a non-routine, episodic nature, including but not limited to an accidental spill or a non-customary batch discharge.

**Standard Industrial Classification (SIC)** - A coded classification of industries based upon economic activity developed by the U.S. Department of Commerce as published in the Standard Industrial Classification Manual, 1972, Office of Management and Budget.

**Standard Methods** - The procedure as described in the most current edition of Standard Methods for the Examination of Water and Wastewater published by the American Health Association, or the most current edition of Manual of Methods for Chemical Analysis of Water and Wastes published by the U.S. Environmental Protection Agency.

**Total Organic Carbon (TOC)** - The total of all organic compounds expressed in milligrams per liter as determined by the combustion-infrared method prescribed by Approved Laboratory Procedures.

**Total Suspended Solids (TSS)** - Sol is measured in milligrams per liter that either float on the surface of or are in suspension in water, Wastewater or other liquids and which are largely removable by a laboratory filtration device, as defined in the Standard Methods.

**Upset** - An exceptional incident in which there is unintentional and temporary noncompliance with Pretreatment Requirements because of factors beyond the reasonable control of the Industrial User, excluding noncompliance due to such factors as operational error, improperly designed or inadequate treatment facilities, lack of preventive maintenance, or careless or improper operation.

**User** - Any person, lot, parcel of land, building, premises, municipal corporation or other political subdivision that discharges, causes or permits the Discharge of Wastewater into the Sewage Collection System.

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Fred L. Weiss, Jr.

Vice President and General Manager

(NAME OF OFFICER)

TITLE

15261 North Oak Wagon Boulevard, Sun City, Arizona 85351

(ADDRESS OF OFFICER)



Decision No.

Citizens Water Services Company  
of Arizona  
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**Wastewater** - Any liquid or pollutant, including an Industrial Discharge, which is introduced into the Sewage Collection System from any source.

**Zero Industrial Discharge User** - A user that only discharges domestic wastewater or has no discharge, but has significant quantities of hazardous materials or high strength wastes which, if discharged, would be regulated by this rule. Such user may be regulated by requiring it to maintain zero discharge of industrial wastes, allowing only domestic wastewater to be discharged.

#### C. INDUSTRIAL WASTE DISCHARGE REQUIREMENTS

1. Except as provided herein, no Industrial User shall discharge or cause to be discharged any of the following described water or wastes to the Sewage Collection System:
  - a. Any storm water, surface water, ground water, roof run-off, subsurface drainage, Cooling Water or unacceptably treated Industrial Waste;
  - b. Any Discharge at a temperature greater than 150° F as measured at the point of entry into the Sewage Collection System or at a temperature which could inhibit biological activity, cause interference of mechanical or biological treatment processes, or cause the temperature of the influent to the POTW to exceed 104° F.
  - c. Any gasoline, naphtha, fuel oil or other flammable or explosive liquid, solid, or gas.
  - d. Any Garbage other than Properly Shredded Garbage.
  - e. Any ashes, cinders, sand, mud, straw, shavings, metal, glass, rags, feathers, tar, plastic, wood, grit, such as brick, cement, carbides, or any other solids or viscous substances capable of causing obstruction to the flow in the Sewage Collection System or other interference with the proper operation of the Sewage Works.
  - f. Any water or Wastewater which contains a toxic, poisonous, or corrosive substance in sufficient quantities to cause or have the potential to cause interference with any Sewage treatment process, constitute a hazard to humans or animals, or creates any hazard in the receiving waters of the POTW.
  - g. Any water or Wastewater containing any Pollutant released at a flow rate and/or Pollutant concentration that will cause interference at the POTW or the Company's treatment works.

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ISSUED BY \_\_\_\_\_ Vice President and General Manager  
NAME OF OFFICER TITLE

15267 North De Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona  
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- h. Any noxious or malodorous gas or substance capable of creating a public nuisance.
- i. Any waste which may contain more than one hundred (100) parts per million by weight of fats, oils, or grease in such quantities so as to require special handling;
- j. Any surface active chemical which would tend to lower the surface tension between liquids, such as between acid and water; any surface active agents used in detergents to cause lathering, the volume or concentration of which would cause excessive foaming in the Sewage Works.
- k. Any water or Wastewater that causes a Pass-Through resulting in the POTW violating any NPDES Permit requirement or that causes an obstruction to the flow in the sewage collection system or other interference with the proper operation of the sewage works. Such wastes include petroleum oil, non-biodegradable cutting oil products, or mineral oil origin in amounts that will cause interference or Pass Through.
- l. Any waste having a pH less than 5.0 or greater than 10.5 or having any corrosive or detrimental characteristics that may cause injury or damage to Wastewater treatment or maintenance personnel, structures, equipment, or other physical facilities of the Sewage Works.
- m. For significant industrial users, any water or Wastewater with Pollutant concentrations in excess of the following Daily Average Effluent Limitations (expressed in the total form unless otherwise stated):  $\mu\text{g/l}$  = micrograms per liter,  $\text{mg/l}$  = milligrams per liter:

PARAMETER	EFFLUENT LIMITATION (daily average)	PARAMETER	EFFLUENT LIMITATION (daily average)
Arsenic	100 $\mu\text{g/l}$	Mercury	4.6 $\mu\text{g/l}$
Boron	5600 $\mu\text{g/l}$	Nickel	5000 $\mu\text{g/l}$
Cadmium	47 $\mu\text{g/l}$	Oil & Grease (TPH)	100 $\text{mg/l}$
Chromium	1400 $\mu\text{g/l}$	Selenium	100 $\mu\text{g/l}$
Copper	1100 $\mu\text{g/l}$	Silver	500 $\mu\text{g/l}$
Cyanide	2000 $\mu\text{g/l}$	Sulfides	10.0 $\text{mg/l}$

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ISSUED BY

Fred L. Gless, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15232 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No

Citizens Water Services Company  
of Arizona

(NAME OF COMPANY)

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### Sanitary Service

PARAMETER	EFFLUENT LIMITATION (daily average)	PARAMETER	EFFLUENT LIMITATION (daily average)
Lead	500 µg/l	Zinc	5400 µg/l

In determining compliance with a daily average effluent limitation, company samples shall not be combined with non-company samples.

n. When necessary in the opinion of the Company, any Water or Wastewater with BOD or TSS concentrations in excess of the following limits:

- (1) 24-hour average 5-day BOD of 250 ml/l by weight; and
- (2) Instantaneous Maximum TSS content of 500 ml/l by weight.

o. Any water or wastewater with pollutant concentrations in excess of the following instantaneous maximum effluent limitations (expressed in the total form unless otherwise stated; µG/L = micrograms per liter, mg/l = milligrams per liter):

PARAMETER	EFFLUENT LIMITATION (INSTANTANEOUS MAXIMUM)
Benzene	130µG/L
Chloroform	420µG/L
Cyanide (amenable to chlorination)	200µG/L
Methylene Chloride	4,200µG/L
Sulfides (dissolved)	0.5 MG/L
Tetrachloroethylene	530µG/L
Trichloroethylene	700µG/L

p. Any of the following prohibited substances:

- (1) BHC - Alpha
- (2) BHC - Beta
- (3) BHC - Gamma (Lindane)
- (4) Chrysene
- (5) Dieldrin
- (6) Heptachlor Epoxide

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ISSUED BY

Ernie L. Brown, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15261 North Dry Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona

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(7) Phenanthrene

(8) Polychlorinated Biphenyl Compounds

q Any water added for the purpose of diluting a Discharge as a partial or complete substitute for adequate treatment to achieve compliance with a Daily Average Effluent Limitation or other limit established by this Rule.

r Any waste requiring an excessive quantity of chlorine or other chemical compound used for disinfection purpose which would result in an excess of 0.05 mg/l residual at the headworks of the POTW or the Company's treatment works.

s Any waste or dye producing excessive discoloration of Wastewater or POTW's or the Company's treatment works effluent.

t Any quantities of radioactive material wastes.

u Any substance which creates a fire or explosive hazard in the POTW or the Company's treatment works, including but not limited to Discharges with a closed-cup flashpoint of less than 140° F or 60° C as determined by the Pensky-Martens Standard D-93-79 or D-93-80, or the Setflash Standard D-3278-78, or an equivalent test method approved pursuant to 40 CFR §§ 260.10 and 260.21.

v Any hauled wastes, including Industrial Wastes.

2 Industrial users are required to meet all applicable local, state, and federal discharge limits for any regulated Pollutant. Upon the effective date of any federal categorical pretreatment standards, as published in 40 CFR Chapter I, Subchapter M, for a particular industrial category or subcategory, the federal standards, if more stringent than the limitations imposed under this rule, shall immediately supersede those limitations.

3 In addition to all other requirements, each Industrial User who discharges an Industrial Discharge into the Sewer Collection System shall also:

a Provide all the Pretreatment necessary to comply with Categorical Standards and Pretreatment Requirements.

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ISSUED BY

Fred L. Kriess, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona

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- b. Maintain a continuous Discharge record which clearly identifies:
- (1) the dates and times of all Industrial Discharges, and
  - (2) the chemical nature, concentration, and volume of all such Industrial Discharges.
- c. Provide the Company with all the same self-monitoring reports and notices that the Industrial User would be required to submit if it discharged directly to the POTW in accordance with the provisions of 40 CFR 403.12. In particular, the Industrial User shall submit to the Company:
- (1) Baseline Monitoring Reports (40 CFR 403.12 (b));
  - (2) Compliance Schedule Progress Reports (40 CFR 403.12 (c));
  - (3) Reports on compliance with Categorical Pretreatment Standard Deadline (40 CFR 403.12 (d));
  - (4) Periodic reports on Continued Compliance (40 CFR 403.12 (e), (H));
  - (5) Notice of potential problems, including Slug Discharges (40 CFR 403.12 (f));
  - (6) Notification of changed Discharge (40 CFR 403.12 (j)); and
  - (7) Notification of hazardous waste Discharge (40 CFR 403.12(p))
- d. Ensure that all reports and any other documents relating to Industrial Discharges are signed by an authorized representative of the Industrial User in accordance with 40 CFR 403.12 (1).
- e. Retain for a minimum of three (3) years any records of monitoring activities and results; such records shall be available for inspection and copying by the company.
- f. Develop a Slug Discharge control plan which outlines discharge practices (including non-routine batch discharges), describes stored chemicals, and contains procedures both to notify the Company immediately of Slug Discharges and to prevent adverse impacts from any accidental spill; and

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ISSUED BY

Fred L. Krass, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No



Citizens Water Services Company  
of Arizona  
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### Sewer Service

- g To the extent necessary, develop in conjunction with the Company a compliance schedule for installation of equipment.
- 4 An Industrial User shall, at its expense, install such Pretreatment devices or systems necessary to treat Industrial Wastes so as not to cause violation of any Daily Average Effluent Limitation or other limit set forth in this Rule prior to discharge to the Sewage Collection System. Such a Pretreatment system or device may serve to:
- a. Restrict or prevent the discharge of certain Pollutants;
  - b. Distribute over a longer period any peak discharge of Industrial Wastes; and/or
  - c. Reduce the concentration of a Pollutant regulated herein to a level equal to or less than the established discharge limitation.
5. All Pretreatment systems or devices shall be approved by the Company and, if required, the Arizona Department of Environmental Quality (ADEQ). All Pretreatment systems shall require an engineering design and have plans prepared and stamped by an engineer of suitable discipline licensed in the State of Arizona. Plans, specifications, and any other pertinent information relating to proposed preliminary treatment facilities shall be submitted to the Company and to all appropriate regulatory agencies with jurisdiction for review and approval. No construction of such facilities shall begin until such approvals are obtained in writing. Purchase and installation of any required Pretreatment system or device shall be at the expense of the Industrial User.
6. A grease, oil, and sand interceptor shall be provided when necessary, in the opinion of the Company, for the proper handling of liquid wastes containing grease, flammable wastes, sand, and other harmful ingredients in excessive amounts, except that such interceptor shall not be required for a building used for residential purposes. All interceptors shall be of a type and capacity approved by the Company and shall be so located as to be readily and easily accessible for clearing and inspection. The Industrial User shall maintain service records for the Company's review showing date of service and type of service performed for each grease, oil, and sand interceptor installed. Such records shall be retained for a minimum of three (3) years.
7. All grease, oil, and sand interceptors shall be purchased, installed, and maintained in continuously efficient operation at the Industrial User's expense.

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NAME OF OFFICER TITLE

15262 North De Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona  
(NAME OF COMPANY)

CANCELING

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8. The Company may also require the installation of a pH probe with a recorder at a point prior to any Industrial Discharge entering the Sewage Collection System. This device shall be properly installed and maintained by the Industrial User at its expense.

#### D. MAINTENANCE OF FACILITIES

1. Where Pretreatment facilities are provided for any waters or wastes, they shall be maintained continuously in satisfactory and effective operation by the Industrial User at its own expense and subject to inspection by the Company.

#### E. MANHOLES

1. When required by the Company, the owner of any property served by a building sewer carrying Industrial Wastes, shall install a suitable control manhole in the building sewer to facilitate observation and sampling of wastes. The manhole shall be installed in such a manner as to prevent the Discharge of any storm water, surface water, ground water, roof run off, Cooling Water or unapproved Industrial process water. Such a manhole, when required, shall be accessible and safely located and shall be constructed in accordance with plans approved by the Company. The manhole shall be installed by the owner at his expense and shall be maintained by him so as to be safe and accessible at all times. Should the Company determine an existing manhole is suitable for use as a control manhole, the Company shall make such designation and a new control manhole shall not be required.

#### F. TESTS AND ANALYSES

1. All tests and analysis of the characteristics of waters and wastes shall be determined in accordance with approved Laboratory Procedures, and shall be determined at the control manhole provided for in the preceding section and upon Representative Samples taken at such control manhole. All sampling, analyses and flow measurements of Industrial Wastes shall be performed by an independent laboratory or by the laboratory of the Industrial User approved by the Company and Licensed by the Arizona Department of Health Services. Prior to submittal to the Company of data developed in the contractor's laboratory of an Industrial User, the results shall be certified by a responsible administrative official of the Industrial User.
2. Those Industrial Users required to make periodic measurements of flow volumes and constituents shall do so at a frequency and in such a manner as determined by the Company. Measurements to verify the quantities of waste flows and waste constituents reported by Industrial Users will be conducted on a random basis by personnel of the Company.

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MONTH DAY YEAR

ISSUED BY

Fred L. Jentsch, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Vieja Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICE



Decision No

Citizens Water Services Company  
of Arizona  
(NAME OF COMPANY)

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Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Sewer Service

#### G. INDUSTRIAL DISCHARGE SERVICE AGREEMENT

- 1 Each Industrial User who proposes to begin a new Industrial Discharge or modify an existing Industrial Discharge into the Sewer Collection System shall:
  - a Submit to the Company a completed Industrial Discharge Questionnaire, the form and content of which will be provided by the Company to the customer.
  - b Test the proposed Industrial Waste Discharge for the presence of Pollutants for which Daily Average Effluent Limitations are established by this Rule and provide the Company with such test results from an Arizona Department of Health Services licensed laboratory. The proposed Industrial Waste discharge also shall be tested for pH, BOD, and TSS concentration.
  - c If the Industrial User is a Significant Industrial User, provide such additional information as necessary AND enter into an Industrial Discharge Service Agreement with the Company, substantially in the form attached as Exhibit A to this Rule;
- 2 Industrial Users in existence upon the effective date of this Rule shall complete and submit an Industrial Discharge Questionnaire for evaluation by the Company within forty-five (45) days after the effective date of this Rule. Significant Industrial Users in existence upon the effective date of this Rule must execute an Industrial Discharge Service Agreement within ninety (90) days of the effective date of this Rule.

#### H. PRETREATMENT PROGRAM ENFORCEMENT AND RESPONSE GUIDELINES

- 1 The goal of the Pretreatment program is to protect the environment, public, and both Company and POTW workers and to obtain compliance with all applicable laws and regulations by those regulated dischargers into the POTW.
- 2 Violation of this Rule or of any provision of an Industrial Discharge Service Agreement is cause for termination of service or other appropriate Enforcement Response, as defined below.
- 3 "Enforcement Response" shall include but is not limited to the following:

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Fred L. Kress, Jr.  
NAME OF OFFICER

Vice President and General Manager  
TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



Decision No

Citizens Water Services Company  
of Arizona

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**Senior Service**

- a Inspection by the Company of an Industrial User's Facility.
- b Notice of violation.
- c Increased monitoring and testing.
- d Report of violations to Citizens Water Resources Company of Arizona, ADEQ, and/or EPA.
- e Termination of service with notice, pursuant to applicable Arizona Corporation Commission rules.
- f Termination of service without notice, pursuant to applicable Arizona Corporation Commission rules, and/or
- g Any and all remedies specifically provided in the Industrial Discharge Service Agreement.

4 In determining the appropriate Enforcement Response the Company shall consider the following factors:

- a Consideration of previous compliance history;
- b Length of violation;
- c Number of violations;
- d Seriousness of effects to the Sewage Works;
- e Potential effects to the public health; and
- f Any other relevant factors.

5 Violation of this rule could result in enforcement or other legal action against the Industrial User by Citizens Water Resources Company of Arizona, the Arizona Department of Environmental Quality and/or the U.S. Environmental Protection Agency. These entities are authorized by law to impose monetary penalties of up to \$25,000 per day per violation.

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ISSUED BY

Fred L. Kneiss, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona  
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(NAME OF CITY)

### Sewer Service

#### I. PUBLICATION OF NONCOMPLIANCE LIST

1. At least annually, the Company, itself or in cooperation with the POTW, shall publish in the largest local newspaper of general circulation a list of all Industrial Users which at any time during the previous twelve (12) month period were in Significant Noncompliance. In addition, the Company shall provide to the POTW all information necessary to reflect Industrial Users subject to this Rule in its annual report to EPA required by 40 CFR 403.12(i).

#### J. LIABILITY OF USER

1. Any residential or commercial user, or Industrial User who causes the discharge of Industrial Wastes which results in damage to either the Citizens Water Resources Company of Arizona's POTW or Collection System, Interference, Pass Through, Upset, or any other damages resulting in costs to the Citizens Water Resources Company of Arizona POTW or Wastewater Collection System, shall be liable to Citizens Water Resources Company of Arizona, and shall indemnify and hold the Company harmless for all damages occasioned thereby.

#### K. INSPECTION AND MONITORING

1. Industrial Users shall provide the Company with Free Access in order to monitor compliance with Pretreatment Requirements. The Company may, in furtherance of the stated purpose and policy of this Rule:
  - a. Enter the User's premises at reasonable times;
  - b. Inspect generally for compliance;
  - c. Take independent samples;
  - d. Require installation of monitoring equipment; and
  - e. Inspect and copy records.
2. Representatives of Citizens Water Resources Company of Arizona may accompany the Company in conducting any such inspection and monitoring.

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ISSUED BY

Fred L. Kress, Jr.

Vice President and General Manager

NAME OF OFFICER

TITLE

15242 North Del Webb Boulevard, Sun City, Arizona 85351

ADDRESS OF OFFICER



Decision No.

Citizens Water Services Company  
of Arizona  
(NAME OF COMPANY)

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SHEET NO

Villages at Desert Hills, Maricopa County, Arizona  
(NAME OF CITY)

### Senior Service

#### L. ACCESS TO INFORMATION AND CONFIDENTIALITY

- 1 Reports, documents, testing and sampling data, and any other information required to be submitted to the Company pursuant to Rule 10 or the Industrial Discharge Service Agreement may be claimed as confidential by the customer, if the customer is able to demonstrate to the satisfaction of the Company that the release of such information would divulge information entitled to protection as trade secrets of the customer. Any claim of confidentiality must be asserted at the time of submission by stamping the words "Confidential Business Information" on each page containing such information. If no claim is made at the time of submission, the company may make the information available to the public without further notice.
- 2 When requested by the customer, those portions of any reports, documents, testing and sampling data, or other information which are entitled to confidentiality under Paragraph (1) shall not be made available to the public, but shall be made available upon written request to governmental agencies for uses related to the industrial user pretreatment program established by Rule 10.
- 3 Information and data provided to the Company which is effluent data shall upon written request be available to the public.

A copy of the standard Industrial Discharge Service Agreement is displayed on Rule 10, Exhibit A

ISSUED \_\_\_\_\_ EFFECTIVE \_\_\_\_\_  
MONTH DAY YEAR MONTH DAY YEAR

ISSUED BY Fred L. Kness, Jr. Vice President and General Manager  
NAME OF OFFICER TITLE

15262 North Del Webb Boulevard, Sun City, Arizona 85351  
ADDRESS OF OFFICER



Decision No.